Manitoba Civil Service Commission

Commission de la fonction publique Manitoba

Annual Report 2004 - 2005

Rapport annuel 2004-2005

Manitoba

Minister responsible
for The Civil Service Act

Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

The Honourable John Harvard, P.C., O.M.
Lieutenant Governor of Manitoba
Room 235 Legislative Building
Winnipeg MB R3C 0V8

May It Please Your Honour:

I present herewith the 87th annual report of the Manitoba Civil Service Commission for the period April 1, 2004 to March 31, 2005.

Respectfully submitted,

Greg Selinger
Minister Responsible for
The Civil Service Act

Son Honneur John Harvard, P.C., O.M.
Lieutenant-gouverneur du Manitoba
Palais législatif, bureau 235
Winnipeg (Manitoba) R3C 0V8

Monsieur le Lieutenant-gouverneur,

J'ai le privilège de vous soumetttre le quatre-vingt septième rapport annuel de la Commission de la fonction publique du Manitoba pour la période du 1er avril 2004 au 31 mars 2005.

Veuillez accepter, Monsieur le Lieutenant-gouverneur, l'expression de mes salutations les plus respectueuses.

Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*

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Manitoba

106-00327/

Civil Service Commission

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CANADA

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Honourable Greg Selinger
Minister Responsible for
The Civil Service Act
Room 103 Legislative Building
Winnipeg MB R3C 0V8

Dear Mr. Selinger:

In conformity with the provisions of *The Civil Service Act*, I am pleased to forward to you, the Minister Responsible for *The Civil Service Act*, the 87th annual report of the Manitoba Civil Service Commission.

This report covers the period April 1, 2004 to March 31, 2005 and includes a review of the Civil Service Commission's activities for that period.

Respectfully submitted,

James W. Hartry
Chairperson

Monsieur Greg Selinger
Ministre chargé de l'application
de la *Loi sur la fonction publique*
Palais législatif, bureau 103
Winnipeg (Manitoba) R3C 0V8

Monsieur le Ministre,

Conformément aux dispositions de la *Loi sur la fonction publique*, j'ai l'honneur de vous soumettre le quatre-vingt-septième rapport annuel de la Commission de la fonction publique du Manitoba, que je vous prie de recevoir dans le cadre de vos fonctions à titre de ministre chargé de l'application de la dite loi.

Le rapport couvre la période allant du 1er avril 2004 au 31 mars 2005 et comprend l'examen des activités de la Commission de la fonction publique au cours de cette période.

Veuillez recevoir, Monsieur le Ministre, l'expression de ma haute considération.

James W. Hartry
Président

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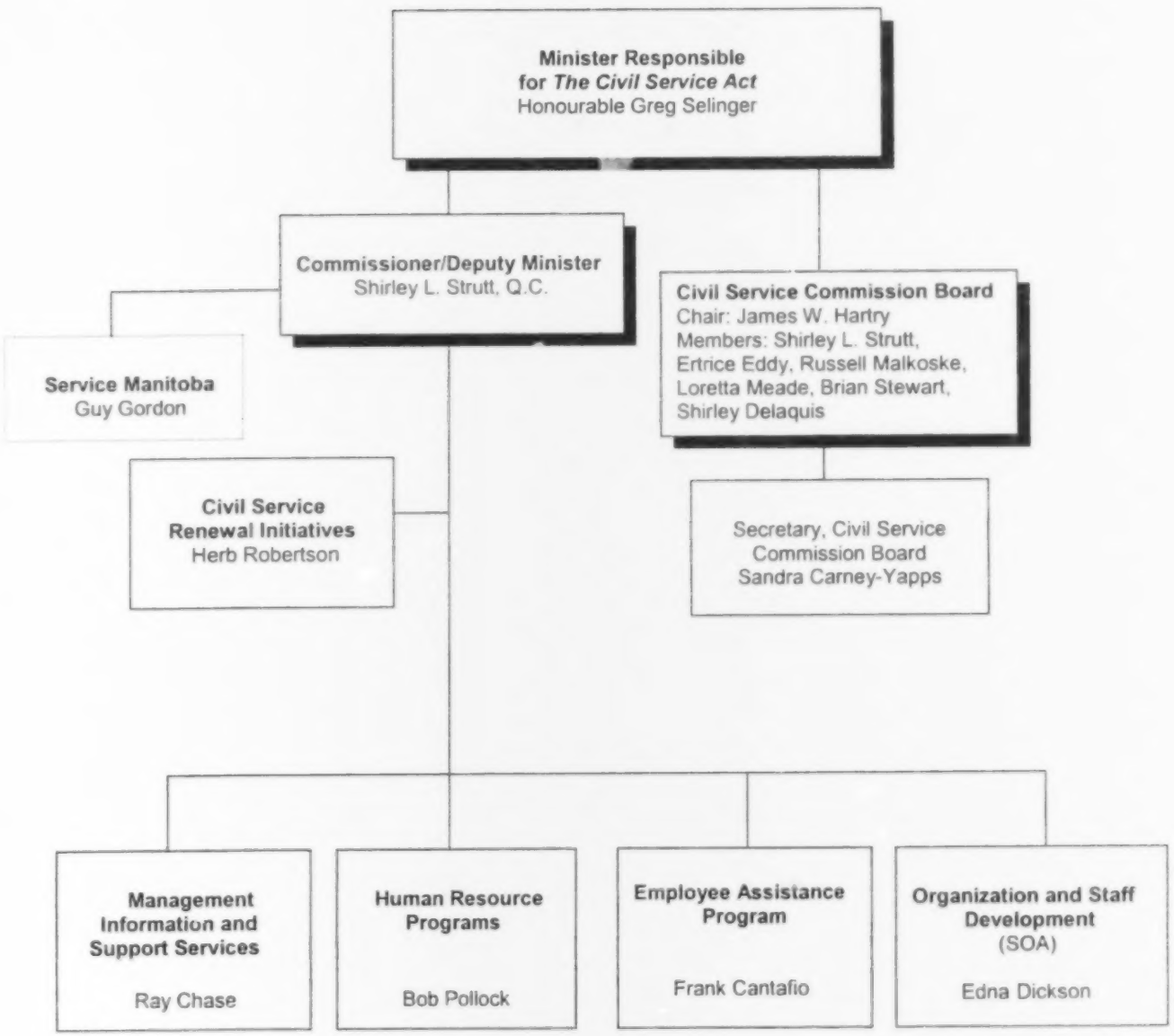
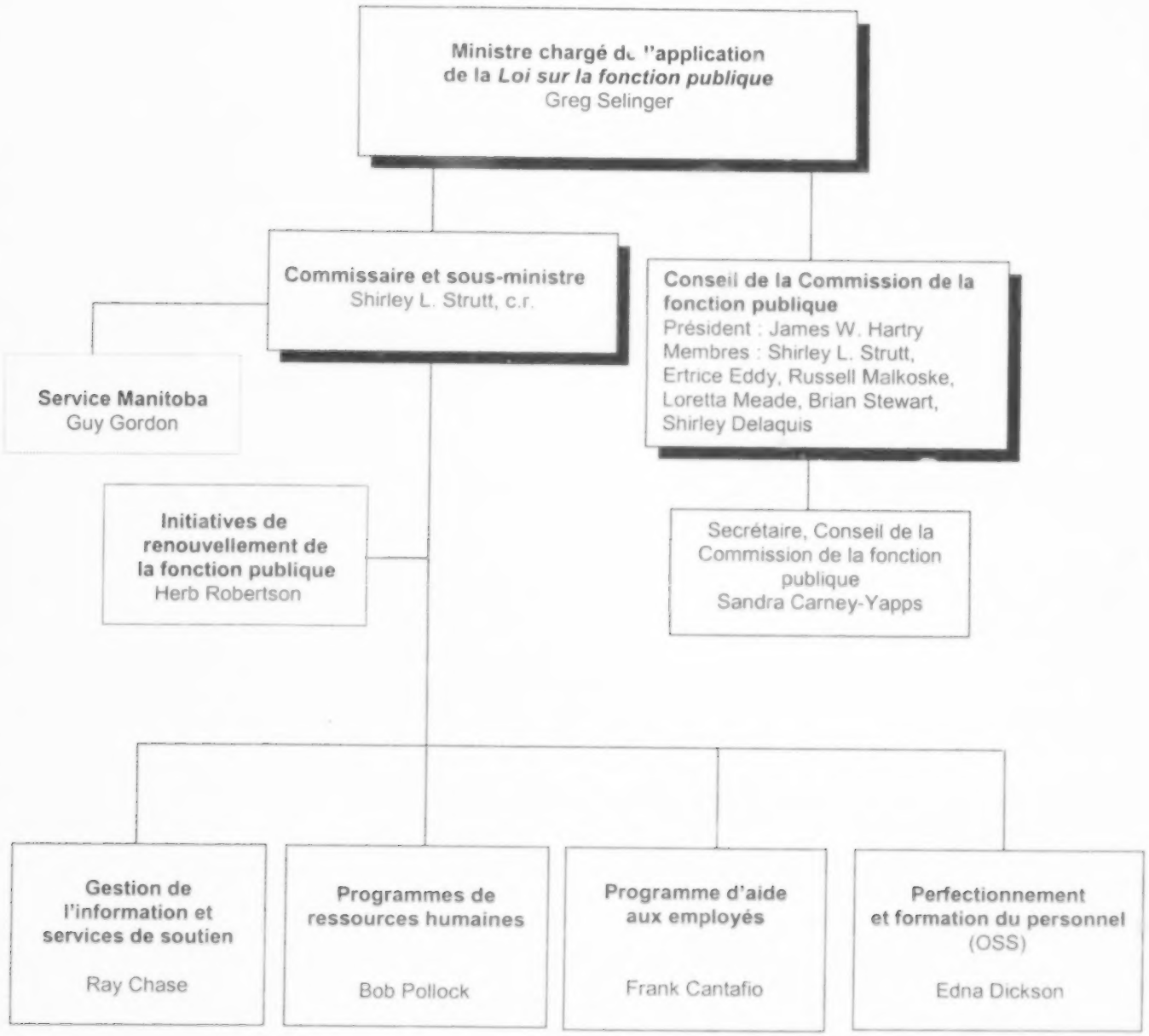
CIVIL SERVICE COMMISSION - ORGANIZATION CHART

AS AT MARCH 31, 2005



COMMISSION DE LA FONCTION PUBLIQUE - ORGANIGRAMME

AU 31 MARS 2005


Ministre chargé de l'application de la *Loi sur la fonction publique*
Greg Selinger
Commissaire et sous-ministre
Shirley L. Strutt, c.r.
Conseil de la Commission de la fonction publique
Président : James W. Hartry
Membres : Shirley L. Strutt, Ertrice Eddy, Russell Malkoske, Loretta Meade, Brian Stewart, Shirley Delaquis
Service Manitoba
Guy Gordon
Initiatives de renouvellement de la fonction publique
Herb Robertson
Secrétaire, Conseil de la Commission de la fonction publique
Sandra Carney-Yapps
Gestion de l'information et services de soutien
Ray Chase
Programmes de ressources humaines
Bob Pollock
Programme d'aide aux employés
Frank Cantafio
Perfectionnement et formation du personnel (OSS)
Edna Dickson

INTRODUCTION AND OVERVIEW

Report Structure

The Annual Report is organized in accordance with the Civil Service Commission's appropriation structure, which reflects the department's authorized votes approved by the Legislative Assembly. The Annual Report includes information at the main and sub-appropriation levels related to the department's objectives, actual results achieved, financial performance and variances, and provides a five year historical table giving the departmental expenditures and staffing.

Governing Legislation

The Civil Service Commission is the independent and impartial agency responsible for leading effective human resource management in government and representing the public interest in the administration of *The Civil Service Act* and Regulations. Treasury Board is responsible for the administration of sections of *The Civil Service Act* and Regulations relating to classification, pay plans, rates of pay and collective bargaining.

According to subsection 5(1) of *The Civil Service Act*, the Commission shall:

- apply and carry out the provisions of *The Act* and the regulations under its responsibility;
- select and appoint civil servants, and be responsible for their promotion and transfer;
- advise the Minister having the administration of *The Act* on problems concerning human resource management administration;
- of its own motion or upon request of the Lieutenant Governor in Council investigate and report on:
    - the operation of *The Act*,
    - the violation of any provision of *The Act* or the Regulations,
    - any alleged impersonation, fraudulent practices, or irregularities in connection with any examination held by, or under the authority of, the Commission;

  and, on the request of a minister or the chief officer of an agency of government to which *The Act* applies, investigate and report to the minister or chief officer upon any human resource management matter relating to the department or to the agency of the government;
- appoint such employees as may be necessary to carry out *The Act*;
- perform such other duties and functions as may be assigned to the Commission by *The Act* or any other Act of the Legislature or by the Lieutenant Governor in Council.

Subsection 5(3) of *The Act* provides that the Commission may from time to time delegate its power or authority to sign any document, paper, minutes or instrument to such persons as it deems advisable.

The Civil Service Commission - Role

The Civil Service Commission works with the Treasury Board Secretariat to ensure effective development and delivery of a comprehensive human resource management service consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

The Civil Service Act provides for the management, direction and administration of human resource management matters within the government service through the combination of a seven member Civil Service Commission Board and a department reporting through a deputy head to the Minister Responsible for *The Civil Service Act*.

INTRODUCTION ET APERÇU

Structure du rapport

Le présent rapport annuel est organisé en fonction de la structure établie par l'Assemblée législative du Manitoba pour l'affectation des crédits budgétaires à la Commission de la fonction publique. Il comprend des renseignements sur les crédits budgétaires principaux et de moindre importance relativement aux objectifs du ministère, à ses résultats réels, à ses rendements et à ses écarts financiers. Il présente en outre un tableau chronologique des effectifs et des dépenses des cinq dernières années.

Lois et règlements en vigueur

La Commission de la fonction publique est un organisme indépendant et impartial chargé de la gestion efficace des ressources humaines au sein du gouvernement et qui représente l'intérêt public dans l'administration de la *Loi sur la fonction publique* et ses règlements d'application. Le Conseil du Trésor est chargé de l'administration des articles de la *Loi sur la fonction publique* et de ses règlements d'application en ce qui concerne la classification, les systèmes de rémunération, les taux de salaire et les négociations collectives.

Conformément au paragraphe 5(1) de la *Loi sur la fonction publique*, la Commission :

- applique la présente loi et les règlements;
- choisit et nomme les fonctionnaires, et voit à leur promotion et à leur mutation;
- conseille le ministre responsable de l'application de la présente Loi sur les questions relatives à l'administration du personnel;
- de sa propre initiative ou à la demande du lieutenant-gouverneur en conseil, fait enquête et rapport :
  - sur le fonctionnement de la présente Loi,
  - sur la violation d'une disposition de la présente Loi ou des règlements,
  - sur toute allégation de supposition de personne, de manœuvres frauduleuses ou d'irrégularités à l'occasion d'un examen tenu par la Commission ou en vertu de son mandat;

  et à la demande d'un ministre ou du directeur d'un organisme gouvernemental assujetti à la présente Loi, examine toute question relative au personnel du ministre ou de l'organisme et fait rapport au ministre ou au directeur de l'organisme;
- sous réserve des dispositions de la présente Loi, nomme les employés nécessaires à l'application de celle-ci;
- exerce les autres fonctions que la présente Loi, une autre loi de l'Assemblée législative ou le lieutenant-gouverneur en conseil lui assigne.

Conformément au paragraphe 5(3), l'autorité que possède la Commission de signer certains documents, procès-verbaux ou instruments, peut être déléguée à d'autres personnes, si la Commission le juge à propos.

Rôle de la Commission de la fonction publique

La Commission, en collaboration avec le Secrétariat du Conseil du Trésor, assure le développement et la prestation efficaces d'un service global de gestion des ressources humaines conformément à la *Loi sur la fonction publique*, répondant des politiques générales du gouvernement et appuyant les objectifs ministériels et organisationnels de ce dernier.

La *Loi sur la fonction publique* prévoit la gestion, l'orientation et l'administration des dossiers liés aux ressources humaines au sein de l'appareil gouvernemental, par l'action conjuguée du Conseil de la Commission de la fonction publique (qui est composé de sept membres) et d'un ministère dirigé par un sous-ministre et rendant compte, par l'intermédiaire de ce dernier, au ministre responsable de la *Loi sur la fonction publique*.

The Civil Service Commission Board consists of citizen and civil service members. A citizen member is designated chairperson of the Commission Board. A full-time commissioner, who is a civil servant, is deputy head of the department of the Civil Service Commission.

Programs and policies respecting human resource management for the civil service are developed under the provisions of *The Act* and government policy direction and are implemented under the authority of the Civil Service Commission or the Lieutenant Governor in Council.

Vision

A highly effective, professionally competent, respectful and responsive civil service that reflects the diversity of the Province and thereby contributes to the quality of life in Manitoba.

Mission

Lead the development, management and delivery of human resource strategies and programs consistent with the provisions of *The Civil Service Act*, responsive to general government policy and supportive of departmental and/or broad organizational goals.

Operating Principles

As a central agency, the Civil Service Commission believes that wherever practical it should position itself to set direction rather than impose direct action and therefore has aligned its core functions according to the following principles:

- emphasis on corporate service and policy guidance;
- alignment of functions to ease access of service;
- taking initiative to anticipate future demands;
- supporting the ability of managers to manage; and
- broadening the competencies of staff.

Long Term Goals

The purpose of the Civil Service Commission is advanced through achievement of the following long term goals:

- Corporate human resource plans and policies that meet the needs of central government.
- An inclusive workforce of employees committed to high standards of public service.
- Fair, equitable working conditions that attract and retain a competent, diverse and flexible workforce.
- Corporate services that promote effective performance management, organizational development, employee development and renewal.
- Corporate human resource management information systems that support informed decision-making.

Le Conseil de la Commission de la fonction publique est composé de représentants de la population et de membres de la fonction publique. Un représentant de la population est nommé président du Conseil de la Commission. Un commissaire à temps plein, qui est fonctionnaire, occupe également les fonctions de sous-ministre de la Commission de la fonction publique.

Les programmes et politiques de gestion des ressources humaines qui composent la fonction publique sont conçus conformément aux dispositions de la *Loi sur la fonction publique* et à l'orientation générale de la politique gouvernementale; ils sont mis en œuvre sous l'autorité de la Commission de la fonction publique ou du lieutenant-gouverneur en conseil.

Vision

Une équipe de fonctionnaires hautement efficace, respectueuse et attentive, exerçant avec compétence des fonctions professionnelles, qui est représentative de la diversité au sein de la population et qui contribue de ce fait à la qualité de la vie au Manitoba.

Mission

Diriger l'élaboration, la gestion et la mise en œuvre de stratégies et de programmes de ressources humaines qui sont conformes à la *Loi sur la fonction publique* ainsi qu'aux politiques globales du gouvernement, et qui favorisent la réalisation des objectifs ministériels ou organisationnels de nature générale.

Principes directeurs

En tant qu'organisme central, la Commission de la fonction publique a comme politique de chercher, autant que possible, à établir une orientation générale plutôt que d'imposer des mesures directes. Par conséquent, elle a harmonisé ses fonctions de base de façon à respecter tous les principes mentionnés ci-dessous :

- priorité aux services ministériels et à l'orientation des politiques;
- harmonisation des fonctions de façon à faciliter l'accès au service;
- prise d'initiatives pour prévoir les exigences à venir;
- appui des compétences des gestionnaires;
- perfectionnement des compétences du personnel.

Objectifs à long terme

La réalisation des objectifs à long terme suivants permet l'avancement des desseins de la Commission de la fonction publique :

- en ce qui concerne les ressources humaines, des politiques et des plans généraux qui répondent aux besoins du gouvernement;
- la constitution d'une fonction publique inclusive, dont les employés s'engagent à travailler selon des normes supérieures de service;
- des conditions de travail justes et équitables, qui attirent et retiennent une équipe de travail compétente, diversifiée et souple;
- des services généraux qui favorisent une gestion du rendement efficace, le développement organisationnel, le perfectionnement professionnel des employés et le renouveau;
- un système d'information intégré de gestion des ressources humaines qui favorise la prise de décisions éclairées.

Functional Organization

The Civil Service Commission currently consists of an Executive Office, which performs managerial functions and provides services to the Civil Service Commission Board and three program areas, which deliver its specialized programs and services. The departmental organization structure appears in the organization chart. Additional information on each of the three program areas is included in the text of this report.

As of fiscal year 1994-1995, Organization and Staff Development (OSD) has been operating as a Special Operating Agency. A separate annual report is prepared for OSD.

As of fiscal year 2002-2003, responsibility for Service Manitoba was transferred to the Civil Service Commissioner for overall guidance and direction. The activities of Service Manitoba for 2004-2005 are included in this Annual Report.

Organisation fonctionnelle

La Commission de la fonction publique se compose actuellement d'une Haute direction, laquelle assume les fonctions de gestion et procure des services au Conseil de la Commission de la fonction publique, et de trois domaines de programme, qui offrent des programmes et des services spécialisés. La structure organisationnelle du département ministériel apparaît sur l'organigramme. On trouvera dans le présent rapport des renseignements supplémentaires sur chacun des trois domaines de programme de la Commission de la fonction publique.

Depuis l'exercice de 1994 -1995, l'Organisme chargé du perfectionnement et de la formation fonctionne en tant qu'organisme de service spécial et fait l'objet d'un rapport annuel distinct.

Depuis l'exercice de 2002-2003, Service Manitoba relève du commissaire de la Commission de la fonction publique pour son orientation globale. Les activités de Service Manitoba en 2004-2005 sont incluses dans le présent rapport annuel.

2004-2005 HIGHLIGHTS

Renewal Initiatives

The leadership of the Civil Service Renewal Strategy entered a new phase in 2004-2005.The goals of this government initiative, as announced in October 2003, remain:

1. Renewal - working for the Government of Manitoba is a rewarding and attractive career;
2. Sustainability – good service is maintained despite turnover and change;
3. Diversity – greater representation exists at all levels in the Civil Service;
4. Clarity – accountability for employee development and leadership is clear.

In the first year, emphasis was placed on building a structure, an information base and a means of communication to execute the Renewal Strategy. In 2004-2005 attention was given to undertaking specific projects that will:

- define the values and ethics that support good public service and public confidence;
- develop a corporate policy for respectful workplace;
- support the mobility of senior managers by defining executive competencies;
- define a standard orientation practice for new employees;
- identify initiatives to promote workplace health and wellness;
- increase the probability of attracting suitable candidates to difficult-to-fill positions;
- identify practical and sustainable means for attracting, retaining and advancing Aboriginal employees;
- clarify human resource competencies;
- make current the policies that are needed for effective human resource management;
- identify classification issues, language and process that impact good human resource practices.

Besides initiating and coordinating the projects, the Civil Service Commission delivered leadership development programs, events and strategies to encourage the retention and development of future leaders, and implemented a new model for career support that will encourage the greater retention and better deployment of talented employees.

All projects and initiatives were guided by the Deputy Minister Advisory Committee on Human Resources, coordinated by the Civil Service Commission and executed by using the voluntary skills of many dedicated managers, employees and human resource practitioners representing all departments. In effect, the progress of the Renewal Strategy is the product of a virtual organization drawn from existing resources, and represents in some respects, a new way of meeting an important government priority.

In addition to all the corporate activity, the Renewal Strategy has strengthened efforts within individual departments to meet their unique succession and retention needs. The result is all departments, to some degree or to a substantial degree, have:

- acted to make working for their department and for government a more rewarding and attractive experience;
- identified and begun addressing skills shortages;
- developed the leadership ability of their supervisors and managers;

ÉLÉMENTS PRINCIPAUX DE 2004-2005

Initiatives de renouvellement

La Stratégie de renouvellement de la fonction publique a amorcé une nouvelle étape en 2004-2005. Les objectifs de cette initiative du gouvernement, comme on l'a annoncé en octobre 2003, demeurent les mêmes, à savoir:

1. Renouvellement – carrière attrayante et stimulante au sein du gouvernement du Manitoba;
2. Stabilité – qualité des services maintenue malgré le roulement du personnel et les changements;
3. Diversité – représentativité accrue à tous les échelons de la fonction publique;
4. Clarté – responsabilité claire à l'égard du perfectionnement des employés et de la gestion des ressources humaines.

Au cours de la première année, l'accent a été mis sur l'élaboration d'une structure, d'une base d'information et d'un outil de communication visant à mettre en œuvre la Stratégie de renouvellement. En 2004-2005, on s'est attaché à entreprendre des projets précis qui permettront :

- de préciser les valeurs et les principes de déontologie qui sont à la base de la qualité des services offerts à la population et de la confiance que celle-ci a à l'égard du gouvernement;
- d'élaborer une politique globale favorisant un milieu de travail respectueux;
- d'appuyer la mobilité des gestionnaires principaux en définissant les compétences propres à la haute direction;
- d'établir des pratiques d'orientation standards à l'intention des nouveaux employés;
- de trouver des initiatives pour promouvoir la santé et le bien-être en milieu de travail;
- d'accroître la probabilité d'attirer des candidats compétents pour combler des postes difficiles à pourvoir;
- trouver des moyens pratiques et durables d'attirer et de retenir des employés autochtones, en plus de favoriser leur avancement;
- de clarifier les compétences en matière de ressources humaines;
- de mettre en application les politiques nécessaires à une gestion efficace des ressources humaines;
- de cerner les problèmes de classification, ainsi que les enjeux liés à la langue et aux processus qui influent sur la qualité des pratiques en matière de ressources humaines.

En plus de lancer et de coordonner ces projets, la Commission de la fonction publique a assuré la prestation de programmes de perfectionnement en leadership, de même que la tenue d'activités et l'élaboration de stratégies visant à favoriser le maintien en poste et le perfectionnement des futurs dirigeants. Elle a en outre mis en place un nouveau modèle d'appui professionnel qui permettra d'accroître le taux de conservation des employés talentueux et de mieux les déployer.

Tous les projets et toutes les initiatives ont été encadrés par le Comité consultatif des sous-ministres en matière de ressources humaines, coordonnés par la Commission de la fonction publique et réalisés grâce au travail bénévole et au dévouement de nombreux gestionnaires, employés et intervenants en ressources humaines de tous les ministères dont les compétences ont été mises à profit. En effet, les progrès accomplis dans le cadre de la Stratégie de renouvellement sont le fait d'une organisation virtuelle élaborée à partir des ressources actuelles, et ils représentent, à certains égards, une nouvelle façon de concrétiser une importante priorité du gouvernement.

Outre les activités générales, la Stratégie de renouvellement a permis d'intensifier les efforts déployés au sein de tous les ministères pour répondre aux besoins de chacun en matière de remplacement et de conservation des employés. Cela a eu pour effet que tous les ministères ont, dans une plus ou moins large mesure, réussi :

- à faire de leur organisation et du gouvernement en général un lieu de travail plus attirant et plus valorisant pour les employés;
- à cerner et à commencer à résoudre les problèmes occasionnés par la pénurie de compétences;
- à développer les aptitudes au leadership de leur superviseurs et de leurs gestionnaires;

- reinforced manager accountability for diversity and equity, and have acted to keep diversity and equity a priority;
- made their workplace more receptive to diversity and equity;
- clarified who is accountable for the different human resource practices and responsibilities.

Career Assistance for Members of Visible Minorities and Immigrants

A renewed approach to achieving a workforce reflective of the population served, this initiative began with the intent to focus on increasing the representation of members of visible minorities in the provincial civil service. Program activities included the planning and development of a formalized access program for members of visible minorities which began in 2004-2005 called the Career Gateway Program for Members of Visible Minorities. Three individuals received placements through this program in 2004-2005 with sponsoring departments including Health, Labour and Immigration, and Water Stewardship. The Civil Service Commission also partnered with the Department of Education, Citizenship and Youth's Volunteers in Public Service Program to facilitate volunteer placements for immigrant professionals in government with sixteen individuals receiving placements to date. Increased outreach activities with community organizations and employment agencies serving the visible minority and immigrant communities also took place during the past fiscal year to increase access to employment related information.

Persons with Disabilities Career Assistance Program

The Persons with Disabilities Career Assistance Program designed to support the employment of persons with disabilities began in 2001-2002. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining and addressing workplace accommodation needs and employment opportunities. Nineteen people have been placed in departmental assignments since the program's inception including seven participants during this fiscal year. The program coordinator regularly meets with individuals to assess skills and discuss the availability of suitable positions, and engages in continuing outreach activities with employment agencies and government departments to increase awareness of the program. Applicants are invited to attend employment information sessions. Government managers participating in the program are also provided an opportunity to attend the Commission's Duty to Accommodate workshop.

Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program

The Clerk of the Executive Council and the Civil Service Commissioner supported a program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity for summer employment with the Government of Manitoba to encourage them to consider a career in the civil service. Four students were placed in government positions for the summer of 2002, five students were placed for the summer of 2003, and eleven students were placed in the summer of 2004.

- à renforcer la responsabilité de leurs dirigeants à l'égard de la diversité et de l'équité, et à prendre les mesures nécessaires pour que celles-ci demeurent une priorité;
- à rendre leur milieu de travail plus réceptif face à la diversité et à l'équité;
- à préciser les responsabilités à l'égard des différentes pratiques et obligations liées aux ressources humaines.

Programme d'aide professionnelle destiné aux personnes des minorités visibles et aux immigrants

Cette démarche renouvelée de création d'une main-d'oeuvre représentative de la population a tout d'abord été motivée par la nécessité d'augmenter le nombre de représentants des minorités visibles au sein de la fonction publique provinciale. Le programme comportait notamment des activités de planification et d'élaboration d'un programme d'accès officiel à l'intention des minorités visibles, lancé en 2004-2005 et appelé Accès carrière pour les membres des minorités visibles. Trois personnes ont pu faire des stages en 2004-2005 grâce à ce programme, sous le parrainage, entre autres, des ministères de la Santé, du Travail et de l'Immigration, et de la Gestion des ressources hydriques. La Commission de la fonction publique a par ailleurs noué un partenariat avec le Programme de bénévolat dans la fonction publique du ministère de l'Éducation, de la Citoyenneté et de la Jeunesse pour favoriser l'intégration de professionnels immigrants volontaires au sein de l'appareil gouvernemental. Jusqu'à présent, seize personnes ont ainsi été placées. Durant le dernier exercice, il y a eu un nombre accru d'activités de relations externes auprès des organismes communautaires et des agences de placement au service des minorités visibles et des immigrants, afin que ces derniers aient un meilleur accès à l'information sur l'emploi.

Programme d'aide professionnelle destiné aux personnes handicapées

Le Programme d'aide professionnelle destiné aux personnes handicapées, qui vise à appuyer l'emploi de personnes handicapées, a été mis en place en 2001-2002. Ce programme permet de procéder à une évaluation, à une adaptation et à un placement spécifiques de ces personnes dans des postes au sein du gouvernement, le but étant de cerner les besoins en matière d'adaptation en milieu de travail et d'y répondre, tout en déterminant les possibilités d'emploi. Depuis la création du programme, dix-neuf personnes ont été affectées à des postes au sein des ministères, dont sept au cours du présent exercice. Le coordonnateur du programme rencontre régulièrement les gens pour évaluer les compétences et voir s'il existe des postes pouvant leur convenir, en plus de participer de façon continue à des activités d'extension auprès des agences de placement et des ministères du gouvernement afin de les sensibiliser davantage au programme. Les candidats sont invités à assister à des séances d'information sur l'emploi. Les gestionnaires du gouvernement qui participent au programme ont aussi l'occasion d'assister à l'atelier sur l'obligation de prendre des mesures d'adaptation organisé par la Commission.

Programme de stages d'été destiné aux lauréats de prix d'excellence de la Fondation des bourses d'études du millénaire

Le greffier du Conseil exécutif et le commissaire de la Commission de la fonction publique ont parrainé le programme visant à offrir des stages d'été aux étudiants exceptionnels à qui l'on a décerné des prix d'excellence par l'entremise de la Fondation des bourses d'études du millénaire. Le programme vise à donner aux étudiants exceptionnels l'occasion d'obtenir un emploi d'été au sein du gouvernement du Manitoba afin de les encourager à envisager une carrière dans la fonction publique. Ainsi, quatre étudiants ont été affectés à des postes au sein du gouvernement pendant l'été de 2002, cinq à l'été de 2003 et onze autres durant l'été de 2004.

Aboriginal Management Development Program (AMDP)

The Aboriginal Management Development Program is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. Twenty-five interns have successfully completed the program and have been placed in civil service positions. Six interns will complete the program in September 2005. Departmental sponsors for this fourth intake included: Education, Citizenship and Youth, Conservation, Family Services and Housing, Transportation and Government Services, and Culture, Heritage and Tourism. The fifth intake of AMDP has commenced the recruitment and selection process with classroom training to begin in September 2005.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program co-sponsored by the Civil Service Commission and the Department of Aboriginal and Northern Affairs is a two-year internship program to provide training and development opportunities to Aboriginal interns in order that they may successfully compete for professional and managerial career opportunities within the civil service. Ten interns have successfully completed the program and been placed in civil service positions. Five interns have or will complete the program in May 2005 with one to complete in August 2005. A new intake of interns will begin in June 2005.

Financial Management Development Program (FMDP)

The Financial Management Development Program sponsored by the Civil Service Commission and the Department of Finance is a three-year internship program to provide training and development opportunities to interns interested in financial management in order that they may successfully compete for financial management career opportunities within the civil service. Five interns completed the program and have been placed in civil service positions. Five interns accepted civil service positions prior to completing the program. A fifth intake of two interns commenced in June 2004. A new intake is scheduled for June 2005.

Management Internship Program (MIP)

The Management Internship Program is a three-year training program to provide training and development opportunities to interns with an interest in the public sector in order that they may successfully compete for professional and managerial career opportunities within the civil service. To date twenty-four interns have completed the program and been placed in civil service positions. A ninth intake of six interns commenced employment with the program in June 2004. A new intake of interns is scheduled for June 2005.

Corporate Development

The Civil Service Commission continued to sponsor training and advisory services. These services support good human resource practice, encourage a renewed and representative civil service, and promote the best use of employee talent. In 2004-2005, the sponsorship resulted in 115 training workshops or in-department development events and involved at least 1,610 employees. Among the workshops and services offered were behaviour description interviewing, communicating with Aboriginal people, cultural diversity, hiring and employing workers with disabilities, and staffing skills for managers and human resource professionals.

Programme de perfectionnement en gestion destiné aux Autochtones

Le Programme de perfectionnement en gestion destiné aux Autochtones est un programme d'une durée de deux ans. Il permet de former et de perfectionner les employés autochtones de la fonction publique pour qu'ils puissent se présenter avec succès aux concours de la fonction publique donnant accès à des carrières professionnelles ou de gestion au sein du gouvernement. Le Programme est une entreprise conjointe de la Commission de la fonction publique et des ministères participants. Vingt-cinq stagiaires ont terminé le programme avec succès et trouvé des postes dans la fonction publique. Six autres stagiaires termineront le programme en septembre 2005. Ce quatrième contingent a été parrainé notamment par les ministères de l'Éducation, de la Citoyenneté et de la Jeunesse; de la Conservation; des Services à la famille et du Logement; des Transports et des Services gouvernementaux; de la Culture, du Patrimoine et du Tourisme. On a commencé à recruter et à sélectionner un cinquième groupe dont la formation en classe est prévue pour septembre 2005.

Programme d'administration publique pour les Autochtones

Le Programme d'administration publique pour les Autochtones est un programme de stages d'une durée de deux années parrainé conjointement par la Commission de la fonction publique et le ministère des Affaires autochtones et du Nord. Il permet d'améliorer les possibilités de formation et de perfectionnement professionnel de stagiaires autochtones pour qu'ils puissent se présenter avec succès à des concours donnant accès à des postes professionnels et en gestion dans la fonction publique. Dix stagiaires ont terminé le programme avec succès et occupent maintenant des postes dans la fonction publique. Cinq stagiaires ont terminé le programme ou le termineront en mai 2005, dont un en août 2005. Un nouveau contingent de stagiaires arrivera en juin 2005.

Programme de formation en gestion financière

Le Programme de formation en gestion financière, parrainé par la Commission de la fonction publique et le ministère des Finances, prend la forme d'un stage de trois ans offrant des possibilités de formation et de perfectionnement aux stagiaires qui s'intéressent à ce domaine, afin qu'ils puissent se présenter avec succès à des concours leur permettant d'obtenir des postes professionnels et de gestion financière au sein de la fonction publique. Cinq stagiaires ont terminé le programme avec succès et occupent maintenant des postes dans la fonction publique. Cinq autres stagiaires ont accepté des postes au sein du gouvernement avant de terminer le programme. Un cinquième contingent de deux stagiaires a entamé le programme en juin 2004, et un autre groupe doit commencer en juin 2005.

Programme de stages en gestion

Le Programme de stages en gestion est un programme de trois ans qui offre des possibilités de formation et de perfectionnement aux stagiaires que le secteur public intéresse. Il leur permet de se présenter avec succès aux concours de la fonction publique et d'obtenir ainsi des postes professionnels et en gestion au sein de l'appareil gouvernemental. À ce jour, 24 stagiaires ont terminé le programme et ont obtenu un poste dans la fonction publique. Un neuvième contingent de six stagiaires a commencé à travailler en juin 2004 grâce à ce programme, et un nouveau groupe est attendu en juin 2005.

Développement des services ministériels

La Commission de la fonction publique continue à parrainer des services de formation et de consultation. Ces services encouragent les bonnes pratiques en matière de ressources humaines, une fonction publique renouvelée et représentative, ainsi qu'une meilleure utilisation des talents des fonctionnaires. En 2004-2005, ce parrainage a permis d'organiser 115 ateliers de formation ou activités de perfectionnement internes, auxquels ont participé au moins 1 610 employés. Les ateliers et les services offerts ont abordé, entre autres, les questions suivantes : entrevues fondées sur la description des comportements, communication avec les Autochtones, diversité culturelle, embauche et gestion de travailleurs ayant des déficiences, et perfectionnement des compétences en dotation à l'intention des gestionnaires et des spécialistes des ressources humaines.

Competency Based Human Resource Management

Competency based human resource management continues to be a major focus of the Civil Service Commission. During 2004-2005, work was completed on the Employee Development Workbook and updating the Manitoba Corporate Competency Catalogue. As well, work continued on the SAP Qualifications and Requirements application which contains the competency catalogue and allows for the automated capture of employee qualifications and role/position competency requirements. It will provide an automated means to match employee competencies to job requirements and provide detail and summary reports on employee and job profile competency information.

In addition, Human Resource Programs have been working to blend competency based management, behaviour description interviewing and prior learning assessment principles and techniques into all assessment/evaluation programs and workshops.

Diversity and Employment Equity Initiatives

The Civil Service Commission continued to take an active leadership role in the area of diversity and employment equity to develop diversity and employment equity initiatives to best support the diversity and equity goals of government. Diversity and Employment Equity initiatives for 2004-2005, in addition to internship programs, included:

Diversity and Employment Equity Policy – Communication, Consultation and Education

In 2004-2005, the Civil Service Commission concentrated on communicating, consulting and educational activities with departments on the revised Diversity and Employment Equity Policy. The Commission, in partnership with departmental employment equity coordinators, delivered policy information updates to departmental executive management committees. Information sessions were also delivered to the human resource community, managers and some departmental Renewal Committees in Winnipeg and the rural centres of Thompson, The Pas, Dauphin and Brandon. Information sessions were incorporated into existing internal training delivered through Organization and Staff Development (OSD) on Valuing Diversity in the Workplace and Duty to Accommodate. A partnership with the Manitoba Human Rights Commission was also undertaken to provide some training to managers on Duty to Accommodate within the Government of Manitoba.

The Civil Service Commission partnered with the Department of Family Services and Housing to support their *Diversity Within* initiative, an initiative with the intent of increasing awareness and education among staff, with a particular focus on disability and accommodation. Several activities were undertaken within this initiative including participation at the Disabled Persons' International World Summit and in the Department's *Diversity Within* Kick-Off Day. With respect to internal activities, this partnership included support for internal training for managers, supervisors and front-line staff on diversity and duty to accommodate. The Commission was also involved in consulting and planning for the 'Disability Challenge' awareness sessions and hands-on demonstrations of assistive technologies.

The Civil Service Commission revised its handbook for managers and human resource staff to assist in integrating diversity and employment equity into the workplace in 2004-2005. The revised manual, "Valuing Diversity: An Equity Approach", has been made available on-line to existing staff as well as to the public.

Gestion des ressources humaines axée sur les compétences

La gestion des ressources humaines axée sur les compétences continue d'être une priorité stratégique importante de la Commission de la fonction publique. En 2004-2005, on a parachevé le travail sur l'atelier de perfectionnement des employés et fini la mise à jour du catalogue des compétences au sein de la fonction publique du Manitoba. De la même manière, on a continué à travailler à l'application Qualifications et exigences du système SAP, qui comprend le fichier principal de catalogage des compétences et permet l'enregistrement automatisé des qualifications des fonctionnaires et des exigences du domaine d'activité ou du poste. Il s'agit d'un moyen d'apparier les compétences des fonctionnaires aux exigences du poste et de fournir des rapports détaillés et sommaires concernant les données sur les employés et les profils d'emploi.

Les Programmes des ressources humaines se sont employés en outre à intégrer les principes et les techniques de gestion axés sur les compétences, d'entrevues fondées sur la description des comportements ainsi que de reconnaissance des acquis à tous les programmes et ateliers d'évaluation.

Initiatives axées sur la diversité et l'équité en emploi

La Commission de la fonction publique continue à jouer un rôle prépondérant dans le domaine de la diversité et de l'équité en matière d'emploi afin d'élaborer des initiatives qui visent à aider au maximum le gouvernement à réaliser ses objectifs au chapitre de la diversité et de l'équité en emploi. Les initiatives en 2004-2005, en plus des programmes de stages, incluaient notamment les suivantes.

Politique en matière de diversité et d'équité en emploi – Communication, consultation et éducation

En 2004-2005, la Commission de la fonction publique a concentré ses efforts sur des activités de communication, de consultation et d'éducation auprès des ministères relativement à la Politique améliorée en matière de diversité et d'équité en matière d'emploi. La Commission, en partenariat avec les coordonnateurs de l'équité en emploi au sein des ministères, a entrepris la diffusion des mises à jour sur la politique aux comités ministériels de la haute direction. Des séances d'information ont aussi été organisées à l'intention des intervenants en ressources humaines, des gestionnaires et de certains comités de renouvellement ministériels, à Winnipeg et également dans les localités rurales de Thompson, The Pas, Dauphin et Brandon. Des séances d'information ont été intégrées à la formation interne actuellement fournie par l'entremise de l'Organisme chargé du perfectionnement et de la formation et qui porte sur la valorisation de la diversité en milieu de travail et sur l'obligation de prendre des mesures d'adaptation. Un partenariat a également été établi avec la Commission des droits de la personne du Manitoba en vue de donner aux gestionnaires une certaine formation sur l'obligation de prendre des mesures d'adaptation au sein du gouvernement.

La Commission de la fonction publique s'est associée au ministère des Services à la famille et du Logement afin d'appuyer son initiative *Diversity Within*, qui vise à sensibiliser davantage le personnel à cette question, en insistant sur les déficiences et l'adaptation. Plusieurs activités se sont déroulées dans le cadre de cette initiative, notamment la participation de la Commission au Sommet mondial de l'Organisation internationale des personnes handicapées et à la journée de lancement du projet *Diversity Within* du Ministère. Ce partenariat a aussi touché les activités internes et a permis, entre autres, d'appuyer la formation interne sur la diversité et l'obligation de prendre des mesures d'adaptation donnée aux gestionnaires, aux superviseurs et au personnel de première ligne. La Commission de la fonction publique a également pris part à des activités de consultation et de planification en vue de la tenue de séances de sensibilisation portant sur le Défi des personnes handicapées et de démonstrations pratiques des technologies d'assistance.

Elle a remanié son manuel à l'intention des gestionnaires et du personnel des ressources humaines afin de favoriser le processus d'intégration de la diversité et de l'équité en matière d'emploi au cours de 2004-2005. Ce nouveau manuel, intitulé « L'équité en action » (*Valuing Diversity: An Equity Approach*) est offert en ligne aussi bien aux membres du personnel actuels qu'à la population.

The Civil Service Commission continued its involvement with internal departments and crown corporations to share best practices and programs related to diversity and employment equity. The Commission also worked collaboratively through its involvement on internal and external committees in looking for solutions and opportunities to increase access to participation in the workplace by equity group members.

Annual Diversity and Employment Equity Update Conference

The Civil Service Commission hosted the Annual Diversity and Employment Equity Update Conference for the government human resource and management community. At the June 2004 Conference, the Honourable Greg Selinger, Minister Responsible for the Civil Service, confirmed the Government's support for diversity and employment equity. The agenda included an address by the Civil Service Commissioner about the importance of working to ensure our workforce reflects the diversity of the Province as well as an introduction to the revised Diversity and Employment Equity Policy and enhanced program areas. It also included a presentation from the Manitoba Government and General Employees' Union (MGEU) and a panel of human resource and management representatives speaking on equity beyond 2004 and best practices. A guest speaker from Red River College attended to provide some insight on their experience in making employment equity work within the workplace. The event concluded with round table discussions which provided the Conference participants an opportunity to discuss how to advance Diversity and Equity goals in the future.

Outreach Activities

The Civil Service Commission continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included:

- participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities;
- meetings with organizations representing persons with disabilities;
- participation in the Winnipeg Chamber of Commerce Aboriginal Job Fair;
- participation in the Brandon Aboriginal Job Fair;
- participation in the Rotary Club Career Symposium;
- partnership with the Manitoba Multiculturalism Secretariat and the Manitoba Ethnocultural Advocacy and Advisory Council (MEAAC) to deliver an Employment Information Session;
- participation in the Afro-Caribbean Association Job Recruitment Fair;
- ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve Aboriginal people;
- ongoing outreach to organizations representing the visible minority community and employment agencies that work with members of visible minorities and/or immigrant clients; and
- ongoing participation in conferences and committees relating to increasing the representation and improving the distribution of women in government at all levels.

Sustainable Development Initiatives

The Civil Service Commission is a small department whose operations are housed within three small office building locations in Winnipeg. During 2004-2005, the Commission continued to focus on its Sustainable Development framework document developed in 2002 to manage sustainable development action plans during the fiscal year. The document focuses on those areas that a small department, in an office setting, can address.

La Commission a continué à travailler de concert avec les ministères et les sociétés d'État pour ce qui est du partage des pratiques exemplaires et des programmes liés à la diversité et à l'équité en matière d'emploi. Elle a en outre tenté de trouver, dans le cadre de sa collaboration à des comités internes et externes, des moyens de rendre plus accessibles les milieux de travail pour les groupes désignés aux fins de l'équité en matière d'emploi.

Annual Diversity and Employment Equity Update Conference

La Commission de la fonction publique a organisé la conférence *Annual Diversity and Employment Equity Update Conference* à l'intention de la collectivité des ressources humaines et des gestionnaires du gouvernement. Lors de la conférence, tenue en juin 2004, le ministre responsable de la fonction publique, l'honorable Greg Selinger, a confirmé le soutien du gouvernement aux principes de diversité et d'équité en matière d'emploi. L'ordre du jour de la conférence incluait une allocution du commissaire de la fonction publique au cours de laquelle ce dernier a insisté sur les efforts à déployer pour que la fonction publique reflète la diversité de la population manitobaine. Il a aussi profité de l'occasion pour présenter la Politique améliorée en matière de diversité et d'équité en emploi et les domaines de programme qui ont été mis en valeur. Il comprenait également des présentations de l'Association des fonctionnaires du Manitoba (MGEU) et d'un groupe de représentants des ressources humaines et des gestionnaires, qui a parlé de l'équité après 2004. Un conférencier invité du collège de Red River a donné un aperçu de la manière dont son établissement a fait en sorte que l'équité en emploi devienne une réalité au travail. Au cours des discussions en table ronde qui ont clôturé la conférence, les participants ont pu explorer les façons de faire progresser, pendant les années à venir, les objectifs visés en matière de diversité et d'équité.

Activités d'extension

La Commission de la fonction publique continue à participer à des activités d'extension afin de promouvoir les perspectives de carrière au sein de la fonction publique, en collaboration avec divers groupes visés par la diversité et organismes désignés en matière d'emploi, ainsi qu'avec des collèges et des universités. Les activités d'extension incluaient notamment :

- la participation au Manitoba Business Leadership Network Job Fair pour les personnes handicapées;
- la tenue de rencontres avec des organismes représentant les personnes handicapées;
- la participation à la journée-carrières pour les Autochtones organisée par la Chambre de commerce de Winnipeg;
- la participation au salon de l'emploi pour les Autochtones de Brandon;
- la participation au symposium sur les carrières du Club « Rotary »;
- un partenariat avec le Secrétariat des affaires multiculturelles et le Conseil ethnoculturel manitobain de consultation et de revendication pour mettre sur pied une séance d'information sur l'emploi;
- la participation au salon de recrutement de l'*Afro-Caribbean Association*;
- des activités d'extension continues avec les collectivités autochtones de toute la province au nom des ministères leur dispensant des services;
- des activités d'extension continues avec des organismes représentant les minorités visibles et les agences de placement qui collaborent avec des personnes des minorités visibles ou des clients immigrants;
- la participation continue à des conférences et à des comités qui travaillent à accroître le nombre de femmes et à améliorer leur répartition à tous les échelons du gouvernement.

Initiatives en matière de développement durable

La Commission de la fonction publique n'est pas un grand ministère : ses centres d'activités tiennent dans trois petits immeubles à bureaux situés à Winnipeg. En 2004-2005, la Commission a continué de s'appuyer sur le document cadre rédigé en 2002 pour la gestion de ses plans d'action en matière de développement durable au cours de l'exercice. Le document porte principalement sur les domaines qu'un petit ministère peut examiner dans des bureaux.

During 2004-2005, the Civil Service Commission communicated sustainable development information to its employees in terms of general awareness messages and continued with a number of activities previously started in prior fiscal years. These included: continued use of re-cycled paper in photocopiers and all computer printers; using two sided printing of documents and other printed material as a standard where feasible to minimize the use of paper and toner; using re-cycled toner cartridges for all computer printers; and continued work with central responsibility areas to investigate and implement the appropriate disposal of recyclable items such as cans, newspapers and plastics in conjunction with a government-wide solution.

Technology Initiatives

The Civil Service Commission continued to support its technology capabilities in order to assist the Commission's program areas and to provide government-wide human resource management systems, processes and procedures to support government human resource priorities. Technology Initiatives for 2004-2005 included:

Corporate and Department Human Resource Reporting

Management Information and Support Services (MISS) continued to work with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat, as well as representatives of all departments in defining and implementing processes, tools, services and reports to assist in the extraction and analysis of information from SAP in support of the Renewal Initiative.

Internet/Intranet Web Sites

MISS continued to support the Commission's new Internet site implemented in early 2004 and also provided support to the Organizational and Staff Development's Internet site.

En 2004-2005, la Commission de la fonction publique a diffusé à ses employés des messages de sensibilisation générale sur le thème du développement durable et elle a maintenu diverses activités entamées au cours des exercices précédents. Elle a, notamment, continué de favoriser l'utilisation de papier recyclé dans les photocopieurs et toutes les imprimantes reliées à un ordinateur; elle a maintenu, dans la mesure du possible, la norme relative à l'impression des deux côtés pour les documents et autres textes imprimés, afin de minimiser l'utilisation du papier et de la poudre imprimante, et l'utilisation de cartouches de poudre d'imprimante recyclées dans le cas de ses imprimantes reliées à des ordinateurs. Elle a en outre continué de collaborer avec les pouvoirs centraux pour trouver les meilleurs moyens d'éliminer des articles recyclables tels les canettes, les journaux et les objets en plastique, dans l'optique d'en arriver à une solution viable à l'échelle du gouvernement.

Initiatives en matière de technologie

La Commission de la fonction publique a continué de fournir le soutien nécessaire à ses capacités technologiques afin d'appuyer ses domaines de programmes et de fournir des systèmes, des méthodes et des procédures de gestion des ressources humaines à l'échelle gouvernementale en vue de soutenir les priorités du gouvernement en matière de ressources humaines. Au nombre des initiatives prises en 2004-2005 relativement à la technologie, mentionnons ce qui suit :

Transmission globale et ministérielle des données sur les ressources humaines

La Direction de l'information de gestion et des services de soutien (IGSS) a maintenu sa collaboration avec les Programmes des ressources humaines et la Division des relations du travail, le Secrétariat du Conseil du Trésor ainsi que des représentants ministériels afin de déterminer et de mettre en œuvre des procédés, des outils et des services, et de rédiger des rapports, pour aider les ministères à extraire et à analyser les données de SAP, à l'appui des Initiatives de renouvellement.

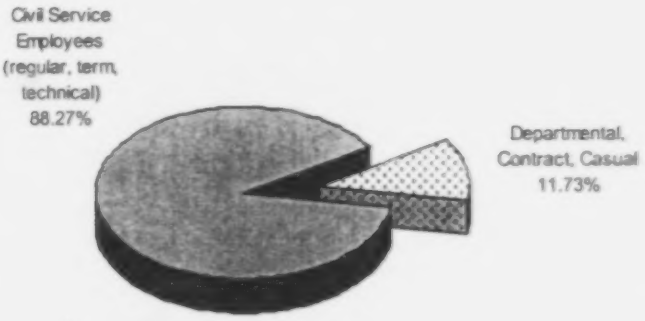
Sites Web dans Internet et dans le réseau intranet

La Direction de l'information de gestion et des services de soutien a continué d'offrir son soutien pour le nouveau site Web de la Commission mis en place au début de 2004, en plus de fournir de l'aide pour le site Web sur l'organisation et le perfectionnement du personnel.

STATISTICS – As of March 31, 2005

Civil Service Employee Statistics

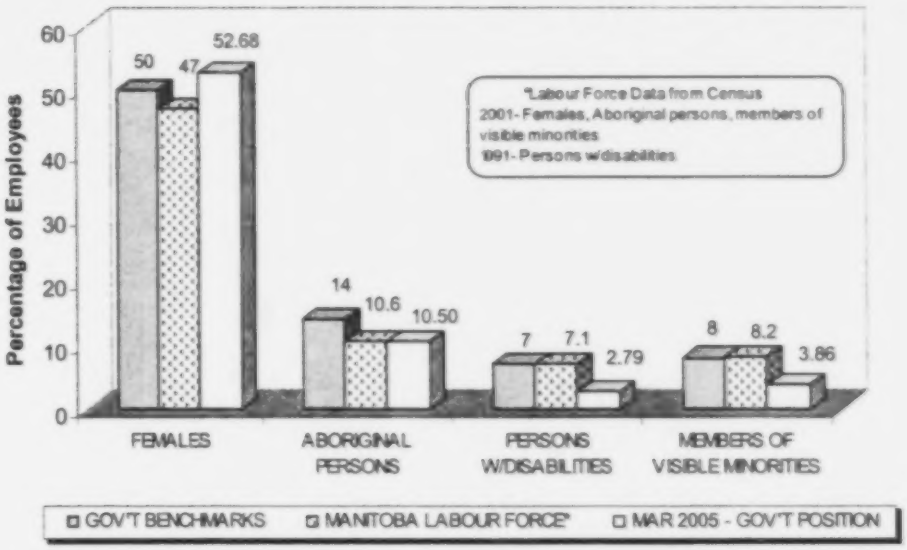
As of March 31, 2005, the total number of civil service employees was 13,752. This includes 12,139 civil service employees (regular, term and technical employees) and 1,613 departmental, contract and casual employees.



Note: Does not include employees on inactive status.

Employment Equity Statistics

As of March 31, 2005, the representation of employment equity groups in the civil service was: women 52.68%; Aboriginal persons 10.50%; persons with disabilities 2.79%, and members of visible minorities 3.86%.

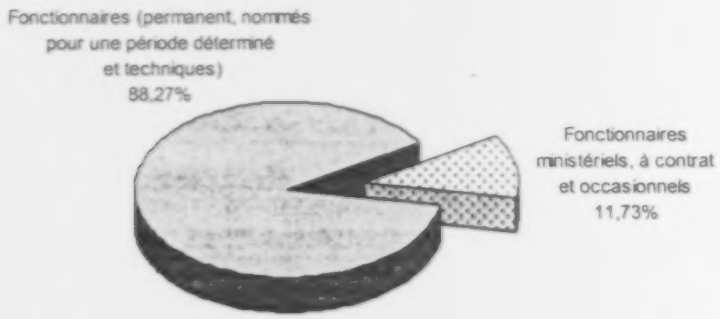


Notes: These totals include both active and inactive; regular, term, technical and departmental employees in the calculations. The statistics for Aboriginal persons, Persons with Disabilities and members of Visible Minorities are based on employee self-declarations.
Established Benchmarks in 2003-2004 that reflect the population and workforce in Manitoba based on 2001 census data and community consultations.

STATISTIQUES - Au 31 mars 2005

Statistiques sur les fonctionnaires

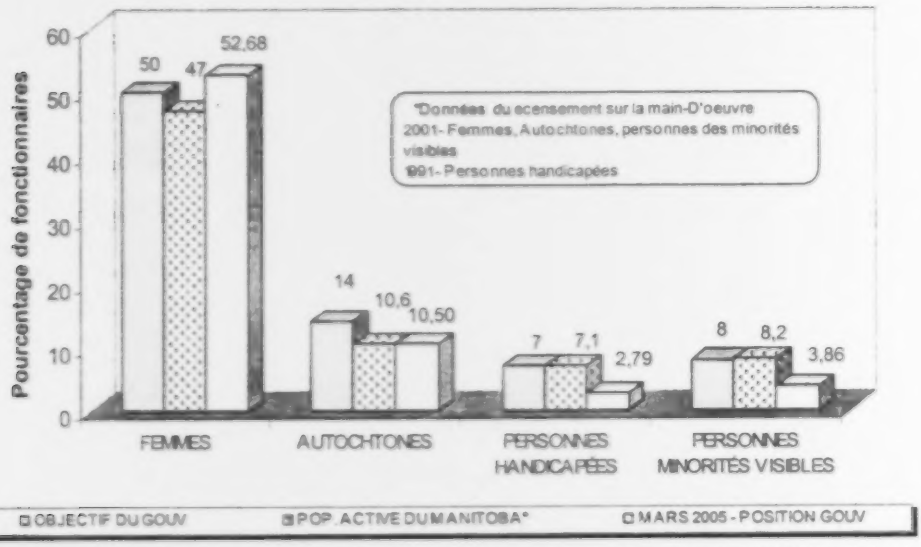
Au 31 mars 2005, la fonction publique comptait 13 752 fonctionnaires au total, dont 12 139 employés (permanents, nommés pour une période déterminée et techniques) et 1 613 fonctionnaires ministériels, contractuels ou occasionnels.


Fonctionnaires (permanent, nommés pour une période déterminé et techniques)
88,27%
Fonctionnaires ministériels, à contrat et occasionnels
11,73%

Remarque : Ces chiffres n'incluent pas les employés inactifs.

Statistiques sur l'équité en emploi

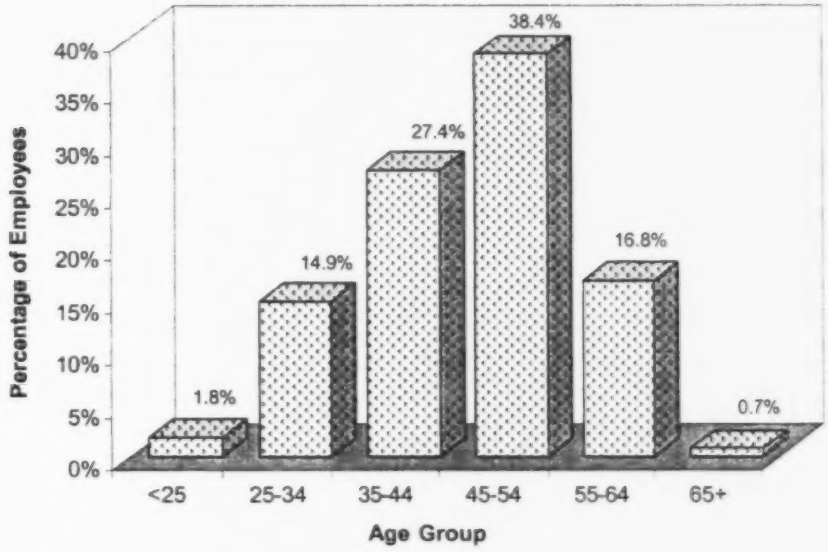
Au 31 mars 2005, la répartition dans la fonction publique des groupes désignés aux fins de l'équité en matière d'emploi était la suivante : 52,68 % de femmes; 10,50 % d'Autochtones; 2,79 % de personnes handicapées et 3,86 % de personnes des minorités visibles.



Remarques: Les totaux incluent les employés actifs et inactifs (permanents, nommés pour une période déterminée et techniques) ainsi que les fonctionnaires ministériels. Les statistiques pour les Autochtones, les personnes handicapées et les personnes des minorités visibles proviennent des autodéclarations des employés.
De nouveaux objectifs repères ont été établis en 2003-2004, qui représentent mieux la population et la population active du Manitoba selon le Recensement de 2001 et les consultations auprès de collectivités.

Percentage of Employees by Age Group

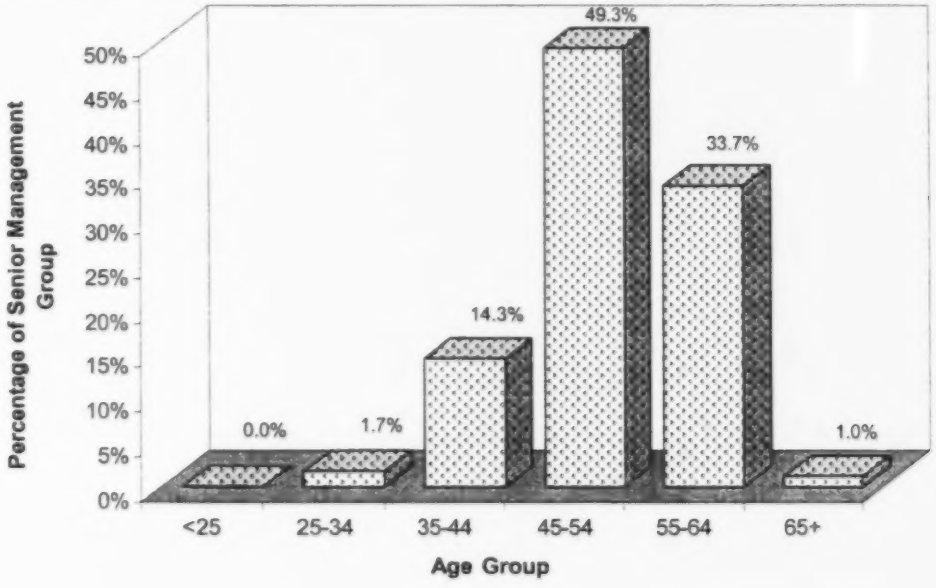
The percentage of civil service employees by age group as of March 31, 2005



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status.

Average Age of the Senior Management Group

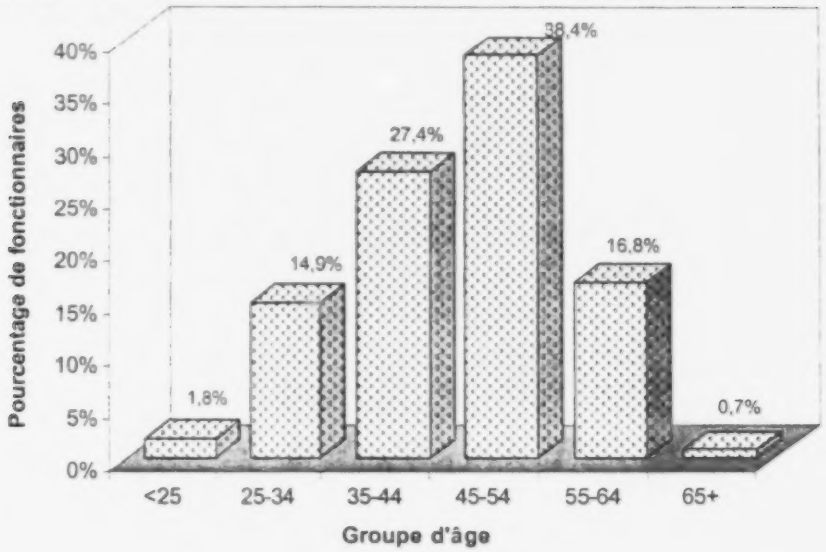
The average age of the Senior Management Group as of March 31, 2005



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status. The Senior Management Group includes Deputy Ministers, Executive Officers, Senior Officers and Senior Managers.

Répartition des fonctionnaires selon le groupe d'âge

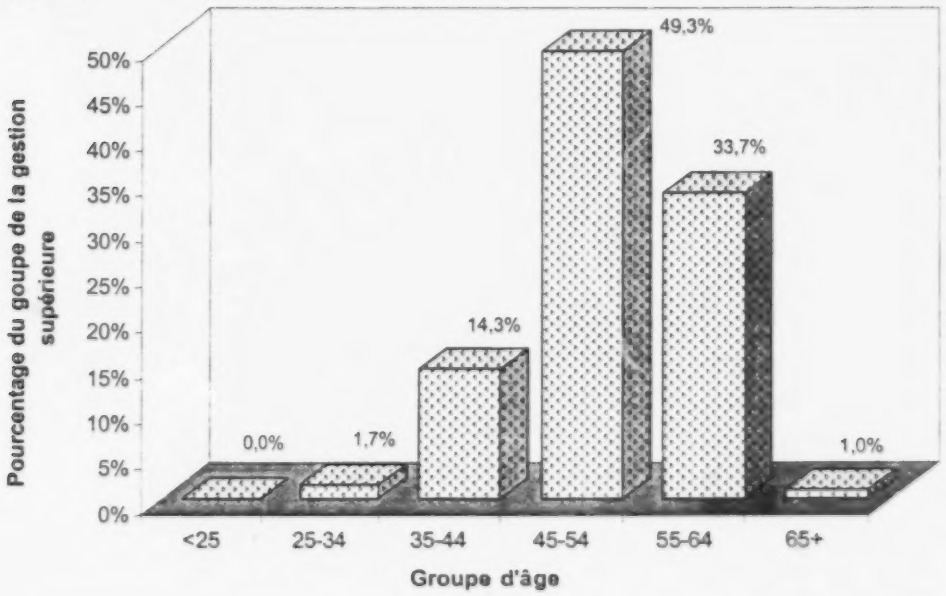
Voici la répartition des fonctionnaires selon le groupe d'âge au 31 mars 2005.



Remarque : Ces totaux tiennent compte uniquement des fonctionnaires permanents, nommés pour une période déterminée et techniques. Ils n'incluent pas les fonctionnaires inactifs.

Répartition selon le groupe d'âge moyen au sein du groupe de la gestion supérieure

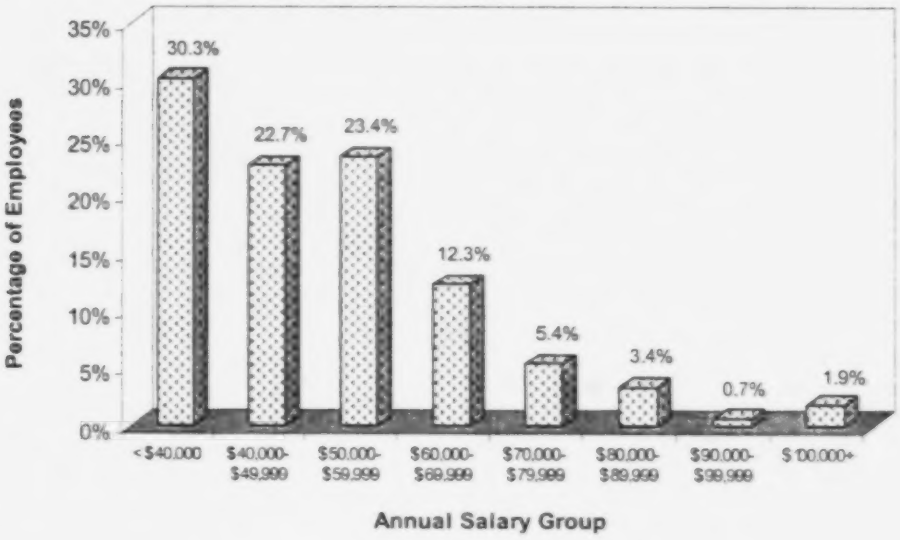
Voici la répartition selon le groupe d'âge moyen au sein du groupe de la gestion supérieure au 31 mars 2005.



Remarque : Ces totaux tiennent compte uniquement des fonctionnaires permanents, nommés pour une période déterminée et techniques. Ils n'incluent pas les employés inactifs. Le groupe de la gestion supérieure comprend les sous-ministres, les premiers dirigeants, les cadres supérieurs ainsi que les gestionnaires principaux.

Percentage of Employees by Annual Salary Distribution

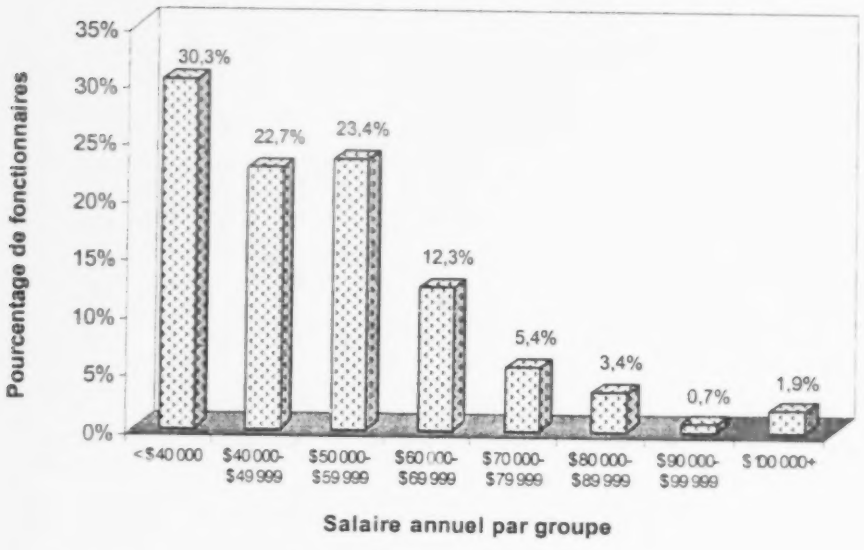
The percentage of civil service employees by salary distribution groups as of March 31, 2005



Note: These totals include only regular, term and technical employees. They do not include employees on inactive status.

Répartition des fonctionnaires selon la catégorie de salaire annuel

Voici la répartition des fonctionnaires selon la catégorie de salaire au 31 mars 2005.



Remarque : Ces totaux tiennent compte uniquement des fonctionnaires permanents, nommés pour une période déterminée et techniques. Ils n'incluent pas les employés inactifs.

CIVIL SERVICE COMMISSION BOARD

The Civil Service Commission Board is constituted under subsection 4(1) of *The Civil Service Act* and consists of not less than three nor more than seven members appointed by the Lieutenant Governor in Council. One member is designated chairperson. Three members may constitute a quorum for any business of the Commission Board.

The Civil Service Commission Board

James W. Hartry, Chairperson/Citizen Member
Shirley L. Strutt, Civil Service Commissioner
Shirley Delaquis, Citizen Member (Appointed January 2005)
Ertrice Eddy, Citizen Member
Russell Malkoske, Citizen Member
Loretta Meade, Citizen Member
Brian Stewart, Citizen Member

The Civil Service Commission Board welcomed Ms. Shirley Delaquis as the new citizen member effective January 10, 2005.

A Secretary, who is not a member of the Civil Service Commission Board, provides functional guidance and staff support for all the Commission Board activities. The Secretary manages the Commission's quasi-judicial appeal functions, including procedural and legal consultation, registration and administration of all appeal matters and decisions on appeal.

Administration of *The Civil Service Act*

The Civil Service Commission Board applies and carries out those provisions of *The Civil Service Act* for which it is responsible. They include:

- delegating to staff of the Commission and departments, authority to administer provisions of *The Civil Service Act;*
- advising the Minister Responsible on the status of human resource management administration in government;
- ensuring, through the deputy head, that civil service policies and programs for which it is responsible are administered in accordance with the provisions of *The Civil Service Act*; and
- hearing appeals under *The Act*, Regulations and collective agreements as a quasi-judicial appeal tribunal.

The Civil Service Commission Board carries out its functions and responsibilities through the staff organization outlined in this Annual Report. In addition, the Commission Board receives regular presentations from Commission staff on new and ongoing programs and policy initiatives.

The Civil Service Commission Board may make recommendations to the Minister Responsible on human resource management administration in government and for each fiscal year submits to the Minister a report on the activities of the Civil Service Commission and the administration of *The Act*.

Merit and Redress Under *The Civil Service Act*

The Civil Service Act provides authority for selection and appointment of employees based on the merit principle. The exercise of authority under *The Act* is subject to checks and balances including assessments, audits, independent investigations, grievance and arbitration procedures and appeals to the Civil Service Commission Board. The exercise of delegated staffing authority by departments is subject to periodic review. Appointments are subject to both administrative reviews by Commission staff and to appeal under the Regulations or applicable collective agreements.

Other matters may be appealed to the Civil Service Commission Board under the Regulations and collective agreements or pursued through grievance/arbitration procedures under either the Regulations or applicable collective agreements.

The Civil Service Commission Board has all the powers of commissioners appointed pursuant to Part V of *The Manitoba Evidence Act* including the power to administer oaths and declarations, to subpoena witnesses and to compel the production of books, papers and records.

The appeal function includes:

- classification appeals from both excluded employees and bargaining unit employees,
- selection appeals from both excluded employees and bargaining unit employees,
- disciplinary appeals from excluded employees,
- appeals on alleged violations of *The Civil Service Act*,
- conflict of interest appeals from government employees,
- appeals on management-originated requests for reclassification of positions,
- appeals on delegated administrative review decisions to overturn staffing competitions,
- appeals from employees impacted by workforce adjustment who were re-employed to other positions on a trial basis but were rejected on trial.

CIVIL SERVICE COMMISSION BOARD ACTIVITIES 2004-2005

During 2004-2005, the Civil Service Commission Board met on a regular basis to review matters of concern to the Commission Board arising during the year and to consider presentations from staff on programs administered by the department.

Administrative Meetings	2002-2003	2003-2004	2004-2005
Submissions:	10	20	14
Staffing Audit Plans	2	4	3
Staffing and Employment Equity Assessments	-	6	4
Revisions to Staffing Delegation	8	7	8
Personnel Policy Approval	-	3	-
Other	-	-	1

The Civil Service Commission Board maintains an overview of Commission and departmental human resource activities through regular reports and monitoring related to the delegation of recruitment and selection authority, implementation of diversity and employment equity, human resource practices and policies. The Commission Board also attended the Commission's Annual Diversity and Employment Equity Update Conference for the government human resource and management community.

The Civil Service Commission Board in 2004-2005 met with representatives from the Manitoba Government and General Employees' Union (MGEU) to informally discuss appeals and the appeal process.

Staff presentations to the Civil Service Commission Board included the following:

- an update on the administration of the selection grievance process;
- an overview on the Career Assistance for Members of Visible Minorities and Immigrants;
- a presentation on the revised handbook for Managers and Human Resource professionals "Valuing Diversity: an Equity Approach"; and
- an overview on the Persons with Disabilities Career Assistance Program.

Appeals	2002-2003	2003-2004	2004-2005
Number of appeals initiated in 2004-2005	31	18	11
Number appeals pending from previous year	21	21	16
Number of appeals withdrawn	20	13	10
Number of appeals heard	11	10	7
Number of appeals granted	3	2	3
Number of appeals granted other than requested	-	-	-
Number of appeals denied	8	8	4
Appeals pending to next fiscal year	21	16	10

The number of appeals initiated during 2004-2005 decreased slightly due to a decrease in the number of classification appeals filed.

The Civil Service Commission Board continues to review all appeal decisions, once issued to ensure consistency and common understanding of the issues determined. The Commission Board maintains an index and summary of decisions for reference by individual appeal boards and parties to an appeal. Appeal issues determined during 2004-2005 included classification and selection. A number of appeals submitted were resolved without requiring a hearing following discussions between the parties and their representatives. The Commission Board continues to encourage the practice of pre-hearing discussions between the parties in hopes of early resolution of matters in dispute.

The activities of the Civil Service Commission including related statistics are outlined in the appropriate sections of this Annual Report.

Current Delegation of Recruitment and Selection Authority to Departments

Department/Other Public Entity	Initial Delegation	Extension of Delegation
Aboriginal and Northern Affairs	April 1, 1980	ongoing
Advanced Education and Training	May 1, 1980	ongoing (1)
Agriculture, Food and Rural Initiatives	March 1, 1980	ongoing
Conservation	April 1, 1986	ongoing
Culture, Heritage and Tourism	January 1, 1989	ongoing
Education, Citizenship and Youth	May 1, 1980	ongoing
Energy, Science and Technology	September 26, 2003	ongoing
Family Services and Housing	August 1, 1989	ongoing (2)
Finance	November 1, 1982	ongoing
Health	May 1, 1980	ongoing
Industry, Economic Development and Mines	August 1, 1989	ongoing
Intergovernmental Affairs and Trade	March 1, 1980	ongoing
Justice	May 1, 1983	ongoing
Labour and Immigration	April 1, 1980	ongoing
Transportation and Government Services	October 1, 1981	ongoing (3)
Office of the Auditor General	June 19, 1997	ongoing
Office of the Children's Advocate	March 14, 2002	ongoing (4)
Office of the Ombudsman	March 14, 2002	ongoing (4)
Elections Manitoba	March 14, 2002	ongoing (4)

(1) Delegation originally with the Department of Education, Training and Youth
(2) Department of Housing originally delegated in April 1986
(3) Department of Transportation originally delegated in January 1985
(4) Delegation for civil service positions within the organization

APPEALS BY TYPE

Appeals	Initiated 2004-2005	Pending from 2002-2003 & 2003-2004	Withdrawn	Granted	Granted Other	Denied	Pending to 2005-2006
Classification	8	15	9	3		3	8
Selection	2	1				1	2
Classification Dispute							
Conflict of Interest							
Benefits Administration							
Over-Range							
Dismissal							
Administrative Review	1		1				
Jurisdiction							
Violation Civil Service Act							
Trial Rejection							
Suspension							
Disciplinary Action							
Implementation of CSC Decision							
Total	**11**	**16**	**10**	**3**	**-**	**4**	**10**

EXECUTIVE OFFICE

The Executive Office provides for the management and direction of the Department of the Civil Service Commission and manages the activities of the Civil Service Commission Board.

Objectives

To provide executive policy direction for, and coordination of, Civil Service Commission programs and to advise the government, through the Minister Responsible, on human resource management issues in government; to provide advisory, consulting and administrative services to the Civil Service Commission Board.

To initiate the development and formulation of government human resource policy and programs.

To monitor and support the implementation of the Government's diversity and employment equity program.

To maintain comprehensive Regulations, in cooperation with the Labour Relations Division of the Treasury Board Secretariat, regarding conditions of employment and prepare an Annual Report to the Legislature.

Results

Through the program areas of the Civil Service Commission, provision of a comprehensive human resource management function consistent with *The Civil Service Act* and government policy and supportive of departmental and organization goals.

Provision of advice and direct assistance to central government and departments in the recruitment, selection and appointment of senior executive staff, including leadership development.

Ongoing monitoring, evaluation and support of the implementation of diversity and employment equity across the government service and formulation of issues and recommendations for review with the Minister Responsible.

Management and direction of the executive functions of the department and development of strategic initiatives and program development.

Management and administration of all activities of the Civil Service Commission Board including policy and administrative submissions, delegated authorities and appeals.

Provision of policy, jurisdictional and legal consultation and advice to Commission Executive Committee and Management.

Management and promotion of renewal initiatives.

1A EXECUTIVE OFFICE

Expenditures by Sub-Appropriation No.	Actual 2004-2005 Expl. $(000's)	FTEs	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)
Salaries	198.5	2.00	206.0	(7.5)
Other Expenditures	60.3		59.9	.4
Total Sub-Appropriation	**258.8**	**2.00**	**265.9**	**(7.1)**

ADMINISTRATIVE SERVICES
Management Information and Support Services (MISS)

Overview

Management Information and Support Services is responsible for three functional areas:

Information Technology

- Strategic systems planning to ensure the proper alignment of Information Technology products and services with emerging Civil Service Commission business strategies, plans and program needs
- Tactical systems planning to ensure the consistent availability and accuracy of information and technology resources and solutions
- Design, development, implementation, operations and maintenance of technology solutions to support the Civil Service Commission's program areas and key aspects of Organization and Staff Development (OSD)
- Leadership to the Civil Service Commission in areas of information and resource management
- Provision of corporate and departmental statistical, detail and summary information and reports as required
- Development, management and security of human resource management information within the civil service
- Creation of supporting policies, procedures, systems and techniques, in conjunction with the Information Protection Centre, to protect the information
- Coordination and management of desktop support by the service provider EDS (billings, requests for service, statements of work and peripheral resource management)
- Coordination of information technology training for the Civil Service Commission including desktop software and SAP functional operations - SAP being the government's enterprise software used for human resources, financial, procurement and materials management functions

Finance

- Development and ongoing maintenance of the department's Comptrollership Plan and performance of activities within the plan
- Preparation of the annual departmental estimates, supporting documents and financial processes
- Development and reporting of financial management information such as cashflow planning and actual reports
- Budget management, analysis, financial advice and appropriate alignment of available funds
- Daily accounting functions
- Coordination of the government purchasing card program and the AMEX business travel programs
- Audit of expenditures in relation to government policies

Administration

- Development of government policies and procedures for personnel records management
- Provision of responses to information requests made under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*
- Accountability for the Civil Service Commission's overall Records Management responsibilities
- Administration of the office accommodation and lease arrangements, government vehicles, telecommunications, office equipment and supplies and the Civil Service Commission's vehicle parking program
- Provision of support to course and registration activities for OSD
- Certain aspects of logistic management for OSD

These services are provided to varying degrees for the Civil Service Commission, Service Manitoba, Organization and Staff Development (OSD) the Commission's Special Operating Agency, provincial departments, Treasury Board, Cabinet, senior management and various external agencies.

Objectives

To implement technology solutions in support of corporate services that promote effective performance management, organizational development, workforce sustainability and renewal.

To implement Information Technology solutions that improve the Commission's ability to access human resource information and processes to ensure strategies and policies that best meet the needs of central government.

To provide detailed and summary statistical and information reports to all internal and external clients for analysis, audit, strategic planning and decision-making purposes as required through expert knowledge of available history and application data, including SAP data, and through the use of data extraction techniques.

To develop, communicate, evaluate and manage government-wide human resource management systems policies, processes and procedures to ensure integrity and confidentiality of data, efficiency and effectiveness of operation and compliance with government policies and resource allocation decisions.

To develop and maintain the information resources, systems, processing facilities and techniques for the Civil Service Commission to improve staff productivity and program effectiveness.

To facilitate the Comptrollership responsibilities, annual estimates process, provision of financial advice and financial management and reporting for the Civil Service Commission.

To develop and communicate policies and procedures respecting personnel records management, and coordinate and provide responses to applications made under Freedom of Information and Protection of Privacy legislation.

Results

Corporate and Department Strategic Human Resource Reporting

Ongoing work on this priority area continued to ensure that accurate and comprehensive human resource reports are available to individual departments, departmental Senior Management, Renewal Authorities and corporately throughout the organization. Work continued with Human Resource Programs and Labour Relations Division, Treasury Board Secretariat as well as representatives of all departments, in defining and implementing processes, tools and services to assist in the extraction and analysis of information from SAP.

Developed specialized and technical SAP reporting expertise for more complex data requests, continued to work with program areas toward a clear understanding of how to assess and analyze data extracted from SAP, in the creation of data standards, in the development of a new human resource reporting computer application and in audit/error correction activities.

Internet/Intranet Web Sites

Provision of support and technical expertise to the Commission and to Organization and Staff Development for certain functionality within these web sites.

Participation on Information Technology Councils

Active participation as a member of the National Human Resource Information Systems Council (NHRISC) and the Provincial Information Technology Council (ITC).

Corporate Technology Initiatives

Active participation on a number of Committees and related work regarding the Information and Communications Technology Consolidation project led by the Department of Energy, Science and Technology.

Technical Support and Security

Provision of technical and operational support to multiple systems in a multi-platform Information Technology environment. This included installation of new computer reporting software, the provision of support to personal computer based applications, upgrades to a corporate client server application for Organization and Staff Development, local and wide area network issues, database administration

and system security.

Continuation of work with the Information Protection Centre on all security matters related to protecting application and data security.

Finance and Administration

Provision of comprehensive financial advice and management reporting support to the Civil Service Commission. This included the annual fiscal year estimates/budget exercise, the Supplementary Information for Legislative Review book, ongoing quarterly financial forecasts of both expenditures and revenues, provision of detailed financial advice and alternatives and also monthly reporting of financial status.

Provision of support to all matters related to the general administration of the Civil Service Commission. In addition, MISS maintained ongoing membership and liaison with the Council of Executive Financial Officers and the Senior Financial Managers Council on areas related to overall government fiscal matters.

Records Management and Access to Information

Ongoing support to the Civil Service Commission's Records Management program, and coordination of enquiries and responses to departmental responsibilities under Freedom of Information and Protection of Privacy legislation during the fiscal year.

1B ADMINISTRATIVE SERVICES

Expenditures by Sub-Appropriation	Actual 2004-2005 $(000's)	FTEs	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)	Expl. No.
Salaries	473.7	7.00	464.5	9.2	
Other Expenditures	264.2		282.8	(18.6)	
Total Sub-Appropriation	**737.9**	**7.00**	**747.3**	**(9.4)**	

HUMAN RESOURCE MANAGEMENT SERVICES
Human Resource Programs (HRP)

Overview

Human Resource Programs (HRP) provides central services that ensure the development and application of human resource policies, procedures and standards in the following program areas: staffing, diversity/employment equity, assessment (audit), internships and human resource programs. HRP coordinates, on behalf of the Civil Service Commission, corporate services related to human resource planning and development of the government human resource community and coordinates corporate human resource policy development to ensure that policies, procedures and services support the principles of merit, fairness and equity.

HRP develops and delivers programs and services to promote all aspects of employment equity within the civil service, coordinates and administers services and policies in support of workforce adjustment initiatives and serves as an employment resource centre for civil servants, departments and the public. HRP also develops and maintains partnerships with other jurisdictions to improve these services.

Objectives

To provide central services which facilitate development and ensure consistent application of corporate human resource policies, procedures and standards and ensure that such policies and procedures support the principles of merit, fairness and equity.

To provide managers and human resource professionals with the necessary tools, training and supports to enable them to make informed decisions relative to staffing, human resource planning, diversity/employment equity and workforce adjustment.

To assess the effectiveness of delegated departmental staffing programs with recommendations for improvement.

To conduct administrative reviews of staffing activities and complaints and represent the employing authority before appeal boards as required.

To provide support and guidance in the overall development of the government human resource community.

To develop and refine policies and procedures relating to staffing, human resource planning, competency based staffing and diversity/employment equity.

To coordinate corporate human resource policy development.

To develop and deliver diversity and employment equity programs and activities.

To develop and manage internship and career development programs such as the Aboriginal Management Development Program, the Aboriginal Public Administration Program, the Persons with Disabilities Career Assistance Program, the Career Gateway Program for Members of Visible Minorities, the Financial Management Development Program, the Management Internship Program, and the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program.

To promote and maintain outreach recruitment and ongoing consultation with agencies representing employment equity groups.

To develop competencies, inventories and assessment tools in support of renewal initiatives.

To coordinate the placements of individuals impacted by workforce adjustment and provide a range of career-management services to employees affected by workforce adjustment.

To provide support to the collective bargaining process on staffing and workforce adjustment issues.

Results

Completed staffing audit plans for three upcoming staffing and employment equity assessment reports for delegated human resource sectors and departments.

Completed four staffing and employment equity assessment reports for delegated human resource sectors and departments.

Conducted file and administrative reviews of twelve selection grievances filed under revised collective agreement provisions.

Communicated and supported the enhanced Diversity and Employment Equity policy and made presentations to Departmental Executive Management Committees and managers. Developed enhanced reporting and accountability mechanisms to monitor progress towards Diversity and Equity.

Continued the communication strategy to implement the Diversity and Employment Equity Policy within the civil service and partnered with crown corporations to share best practices and programs related to diversity and employment equity.

The Civil Service Commission hosted the Annual Diversity and Employment Equity Update Conference for the government human resource and management community. At the June 2004 Conference, the Honourable Greg Selinger, Minister Responsible for the Civil Service, confirmed the Government's support for diversity and employment equity within the larger framework of the Civil Service Renewal Initiative.

The Civil Service Commission partnered with the Department of Family Services and Housing to support their *Diversity Within* initiative, an initiative with the intent of increasing awareness and education among staff, with a particular focus on disability and accommodation. Several activities were undertaken within this initiative including participation at the Disabled Persons' International World Summit and in the Department's *Diversity Within* Kick-Off Day. With respect to internal activities, this partnership included support for internal training for managers, supervisors and front-line staff on diversity and duty to accommodate. The Commission was also involved in consulting and planning for the 'Disability Challenge' awareness sessions and hands-on demonstrations of assistive technologies.

HRP continued to engage in active outreach activities in order to promote career opportunities in the civil service with various diversity groups and employment equity organizations as well as universities and colleges. Outreach activities included:

- participation in the Manitoba Business Leadership Network Job Fair for persons with disabilities;
- meetings with organizations representing persons with disabilities;
- participation in the Winnipeg Chamber of Commerce Aboriginal Job Fair;
- ongoing outreach to Aboriginal communities across the Province on behalf of departments that serve Aboriginal people;
- participation in the Rotary Club Career Symposium;
- ongoing outreach to organizations representing the visible minority community, Adult ESL Centres, and employment agencies that work with members of visible minorities and/or immigrant clients.

Completed the review of the Executive Development Program for Women (EDPW) and incorporated the findings of the review into program recommendations within the civil service renewal strategy.

Managed the Millennium Scholarship Foundation Excellence Award Laureates Summer Internship Program sponsored by the Clerk of the Executive Council and the Civil Service Commissioner. This was the third year for this program to provide summer internships for exceptional students who are awarded Excellence Awards through the Millennium Scholarship Foundation. The purpose of the program is to provide outstanding students an opportunity of summer employment with the government of Manitoba to encourage them to consider a career in the civil service and to provide them with a better understanding of public policy issues facing the Manitoba government. Four students were placed in government positions for the summer of 2002, five students were placed for the summer of 2003, and eleven students were placed in the summer of 2004.

Managed the Financial Management Development Program (FMDP) sponsored by the Civil Service Commission and the Department of Finance. The FMDP is a three-year internship program for recent university/diploma graduates eligible to enroll in the Certified General Accountants (CGA) or Certified Management Accountants (CMA) program of professional studies or eligible to participate in the Chartered Accountant - Industry, Public Sector & Other Organizations – Approved Training Organization (CA IPSO-ATO) training program. The FMDP combines on-the-job training, classroom instruction and one-on-one coaching, along with challenging job placements in a variety of public sector work settings. The program began as a recruitment initiative to address the vacancy rates for key financial management and audit positions in government. Upon completion of the program, interns will be eligible to successfully compete for financial management career opportunities within the civil service. Five interns have completed the program and have been placed in civil service positions. A fifth intake of two interns commenced employment with the program in June 2004. A new intake of interns is scheduled for June 2005.

Managed the Aboriginal Management Development Program (AMDP), which is a two-year program to train and develop Aboriginal civil service employees in order that they may successfully compete for professional and managerial career opportunities within the civil service. The AMDP is a partnership between the Civil Service Commission and the participating departments. The program includes classroom training, on-the-job assignments, networking and mentoring. The AMDP is intended to enhance the participants' eligibility for professional and managerial placements within government. To date twenty-five interns have completed the program and placed in civil service positions. Six interns will complete the program in September 2005. Departmental sponsors for this fourth intake included: Education, Citizenship and Youth, Conservation, Family Services and Housing, Transportation and Government Services, and Culture, Heritage and Tourism. The fifth intake of AMDP is scheduled for September 2005.

Managed the Career Assistance for Members of Visible Minorities and Immigrants focusing on increasing the representation of members of visible minorities in the provincial civil service. For further information on this new initiative, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

Managed the Persons with Disabilities Career Assistance Program, the Aboriginal Public Administration Program and the Management Internship Program. For further information on these programs, please refer to the Internship, Equity and Employee Development Programs section of this Annual Report.

Partnered with departments on Competencies to establish role profiles and work behaviors for selected employment categories. Developed an online survey capacity to conduct role profiling in partnership with Service Manitoba.

Ongoing review and development of policies related to staffing, diversity/employment equity, human resource planning and assessment.

Managed the development and finalization of the Manitoba Corporate Competency Catalogue for the civil service to support human resource and succession planning and to plan staff development.

1C HUMAN RESOURCE MANAGEMENT SERVICES

Expenditures by Sub-Appropriation	Actual 2004-2005 $(000's)	FTEs	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)	Expl. No.
Salaries	878.8	13.00	785.0	93.8	
Other Expenditures	736.3		629.1	107.2	
Total Sub-Appropriation	**1,615.1**	**13.00**	**1,414.1**	**201.0**	

EMPLOYEE ASSISTANCE PROGRAM (EAP)

Overview

The Employee Assistance Program (EAP) is responsible for ensuring that self-referred civil servants receive help with a variety of personal and interpersonal problems impacting negatively on their home or work life. The program accomplishes this by providing counselling and interventions that address problems that interfere with effective work performance and the well-being of employees, (e.g. marital and family difficulties, psychological concerns such as stress, depression, and grief, as well as workplace conflicts, trauma and substance abuse).

Objectives

To assist employees in the stabilization of problems of a personal or interpersonal nature thereby deterring high costs associated with absenteeism, illness and poor morale.

Results

The EAP experienced a total of 3,823 employee contacts inclusive of all direct clinical services as well as other program services of a non-clinical nature. Clinical services were provided to a total of 2,308 employees based on 1,974 total active cases and 1,516 new case openings. These total figures include the 1626 government employees who utilized the clinical services of the EAP reflected in the 1081 new case openings and 1412 total active cases from within the Provincial Civil Service. The remainder represents 682 employees utilizing EAP services from external contracts which are reflected in 435 new case openings and 562 total cases.

OVERALL SUMMARY OF EAP SERVICE *
2002-2003 TO 2004-2005

	2002-2003	2003-2004	2004-2005
1) COUNSELLING CASES			
Open cases at Start of Year	404	427	439
Total Openings	1,407	1,441	1,460
Total Cases	**1,811**	**1,868**	**1,899**
2) SPECIALIZED CLINICAL SERVICES EMPLOYEE CONTACTS			
Conflict Resolution-Mediation	98	57	54
Workplace Intervention	97	137	165
Trauma	193	402	175
Sexual Harassment	17	10	8
Total Contacts	**405**	**606**	**402**
3) PROGRAM MANAGEMENT SERVICES			
Education and Outreach (number of employees attending)	**1,178**	**584**	**1202**
EAP Information Session	903	366	857
Sexual Harassment	178	49	112
Organizational Change	-	-	75
Workplace Violence	-	-	-
EAP Supervisory Training	-	-	-
Special Topics	97	169	158
Consultation	**295**	**369**	**320**
Total Contacts	**1,473**	**953**	**1,522**
Total EAP Contacts (1+2+3)	**3,689**	**3,427**	**3,823**

***Figures based on utilization of services by employees of the Province of Manitoba as well as fee for service contracts**

1D EMPLOYEE ASSISTANCE PROGRAM

Expenditures by Sub-Appropriation	Actual 2004-2005 $(000's)	FTEs	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)	Expl. No.
Salaries	515.9	8.00	527.3	(11.4)	
Other Expenditures	132.1		140.4	(8.3)	
Recoveries from other Appropriations	(102.0)		(86.8)	(15.2)	
Total Sub-Appropriation	**546.0**	**8.00**	**580.9**	**(34.9)**	

INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Overview

Internship, Equity and Employee Development Programs focuses on:

- establishing and promoting corporate internship programs to recruit and develop a representative and sustainable cadre of future managers for the government service;
- developing and managing corporate career development programs in support of government diversity and equity goals; and
- providing specialized development and support programs to recruit and develop a representative government service.

The Human Resource Programs area of the Civil Service Commission is responsible to oversee the development, management and administration of these programs.

Objectives

To provide corporate programs in support of government internship, equity and employee development programs.

Results

Career Assistance for Members of Visible Minorities and Immigrants

This initiative focuses on increasing the representation of members of visible minorities in the provincial civil service. Program activities included the development of the Career Gateway Program for members of visible minorities. Three placements have been made in this program. The Civil Service Commission also partnered with the Department of Education, Citizenship and Youth's Volunteers in Public Service Program to facilitate volunteer placements for immigrant professionals in government. Ten individuals received volunteer placements in 2004.

Persons with Disabilities Career Assistance Program

The Persons with Disabilities Career Assistance Program designed to support the employment of persons with disabilities began in 2001-2002. The program allows specific assessment, accommodation and placement of persons with disabilities into government positions with the goal of determining and addressing workplace accommodation needs and employment opportunities. Nineteen people have been placed in departmental assignments since the program's inception including seven participants during this fiscal year. The program coordinator regularly meets with individuals to assess skills and discuss the availability of suitable positions, and engages in continuing outreach activities with employment agencies and government departments to increase awareness of the program. Applicants are invited to attend employment information sessions. Government managers participating in the program are also provided an opportunity to attend the Commission's Duty to Accommodate workshop.

Aboriginal Public Administration Program (APAP)

The Aboriginal Public Administration Program is a two-year internship program undertaken by the Civil Service Commission and the Department of Aboriginal and Northern Affairs to enhance employment opportunities for Aboriginal people to work within government. The program is designed to attract Aboriginal people with post secondary training at a university or community college level who will participate in an extensive two-year training program that includes work assignments, orientation, structured training, networking and mentoring. The APAP is intended to give the interns exposure to a wide variety of government work areas and gain the knowledge and experience required to successfully compete for professional and managerial career opportunities upon completion of the program. Ten interns have successfully completed the program and have been placed in civil service positions throughout government. Five interns have or will complete the program in May 2005 with one to complete in August 2005. A new intake of interns is scheduled to begin in June 2005.

Management Internship Program (MIP)

The Management Internship Program coordinated by the Civil Service Commission completed a ninth intake in June 2004 with an intake of six interns. The program is designed for recent Masters' graduates with a public sector focus who are undergoing an extensive three-year training program to gain the knowledge and experience required to successfully compete for professional and managerial career opportunities within the civil service. To date twenty-four interns have completed the program and have been placed in civil service positions throughout government. A new intake of interns is scheduled to begin in June 2005.

1E INTERNSHIP, EQUITY AND EMPLOYEE DEVELOPMENT PROGRAMS

Expenditures by Sub-Appropriation	Actual 2004-2005 $(000's)	FTEs	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)	Expl. No.
Total Other Expenditures	1,223.0	55.00	1,368.7	(145.7)	

Service Manitoba

Service Manitoba provides leadership and direct consulting services in the area of service improvement to departments and agencies across the Government of Manitoba.

Objectives

To provide departments and agencies of the Government of Manitoba with strategic advice and support regarding the design, implementation and utilization of best practices in the area of public sector service delivery.

To serve as central resource and centre of expertise in the area of client service measurement.

To provide departments and agencies of the government with direct consulting services with respect to service improvement.

To provide training to departmental staff in the area of service delivery.

To serve as link to Federal, Provincial, Territorial and Municipal committees and forums where information and knowledge are exchanged.

To provide administrative and logistical support to the operations of the Service Quality Partners Network of front line staff.

To foster innovation and service improvement experimentation by departments through the operation of the Service Manitoba fund.

Results

During 2004-2005, Service Manitoba provided support to the Government's *Coordinated Services Initiative*. Working closely with the Coordinated Services Unit under the auspices of the Coordinated Services Committee, Service Manitoba assumed key responsibilities for the design and implementation of the *In-Person*, *Telephony* and *Service Standards* components of the *Coordinated Services Initiative*. In addition Service Manitoba staff continued to be responsible for training and up-dating front line staff with respect to the "At Your Service Manitoba" initiative.

Service Manitoba staff provided direct assistance and advice to various departments and agencies in their efforts to solicit feedback from program clients and/or employees as to their service expectations, experience, satisfaction and priorities for improvements. This included designing and delivering over 40 surveys, interviews, and/or focus groups.

Delivered customer service training to over 140 front line staff and supervisors. Other training included the design and delivery of customized training for departmental staff in the area of survey design and focus groups.

In collaboration with the Public Sector Service Delivery Council, Service Manitoba assisted in the creation and growth of the Institute for Citizen Centred Service, an organization dedicated to researching, evaluating and disseminating best practices in the realm of public sector service delivery.

Provided administrative and logistical support to the Service Quality Partners and its programming. This included over 20 brown bag lunch and educational events held across the province and the 6th annual Manitoba Service Excellence Awards attended by over 600 government staff.

1G SERVICE MANITOBA

Expenditures by Sub-Appropriation	Actual 2004-2005 $(000's)	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)	Expl. No.
Salaries	282.6	292.5	(9.9)	
Other Expenditures	157.4	151.5	5.9	
Total Sub-Appropriation	**440.0**	**444.0**	**(4.0)**	

COSTS RELATED TO CAPITAL ASSETS

This appropriation provides for the amortization of capital assets.

17-2 COSTS RELATED TO CAPITAL ASSETS

Expenditures by Sub-Appropriation	Actual 2004-2005 $(000's)	FTEs	Estimate 2004-2005 $(000's)	Variance Over(Under) $(000's)	Expl. No.
Costs Related to Capital Assets	66.3	-	71.9	(5.6)	

FINANCIAL INFORMATION SECTION

PART A – OPERATING EXPENDITURE

Civil Service Commission

RECONCILIATION STATEMENT

$(000s)

DETAILS	2004-2005 ESTIMATES
2004-2005 MAIN ESTIMATES	$4,275.5
MAIN ESTIMATES AUTHORITY TRANSFERRED FROM - ENABLING APPROPRIATIONS:	
• Internal Reform, Workforce Adjustment and General Salary Increases	617.3
2004-2005 ESTIMATES	$4,892.8

Department of Civil Service Commission
EXPENDITURE SUMMARY $(000's)
for the fiscal year ending March 31, 2005
with comparative figures for the previous fiscal year

Estimate 2004-2005	Appropriation	Actual 2004-2005	Actual 2003-2004	Increase (Decrease)	Expl. No.
	17-1 Civil Service Commission				
	(a) Executive Office				
$ 206.0	Salaries	$ 198.5	$ 201.4	$ (2.9)	
59.9	Other Expenditures	60.3	67.3	(7.0)	
	(b) Administrative Services				
464.5	Salaries	473.7	449.1	24.6	
282.8	Other Expenditures	264.2	201.2	63.0	
	(c) Human Resource Management Services				
785.0	Salaries	878.8	772.7	106.1	
629.1	Other Expenditures	736.3	564.2	172.1	
	(d) Employee Assistance Program				
527.3	Salaries	515.9	472.7	43.2	
140.4	Other Expenditures	132.1	132.1	0.0	
(86.8)	Less: Recoverable from other appropriations	(102.0)	(93.7)	(8.3)	
1,368.7	(e) Internship, Equity and Employee Development Programs	1,223.0	1,034.1	188.9	
	(g) Service Manitoba				
292.5	Salaries	282.6	283.6	(1.0)	1
151.5	Other Expenditures	157.4	145.3	(12.1)	1
$ 4,820.9	**TOTAL 17-1**	**$ 4,820.8**	**$ 4,230.0**	**$ 590.8**	
$ 71.9	17-2 Costs Related to Capital Assets	$ 66.3	$ 64.8	$ 1.5	
$ 71.9	**TOTAL 17-2**	**$ 66.3**	**$ 64.8**	**$ 1.5**	
$ 4,892.8	**TOTAL 17**	**$ 4,887.1**	**$ 4,294.8**	**$ 592.3**	

Explanation:

1 *Funding sourced from Appropriation 26.5 Internal Reform, Workforce Adjustment and General Salary Increases.*

Department of Civil Service Commission
REVENUE SUMMARY BY SOURCE $(000's)
for the fiscal year ending March 31, 2005 with comparative figures for the previous fiscal year

Actual 2003-2004	Actual 2004-2005	Increase (Decrease)	Source	Actual 2004-2005	Estimate 2004-2005	Variance	Expl. No.
			CURRENT OPERATING PROGRAMS				
			OTHER REVENUE				
$147.3	$145.5	($1.8)	(a) Sundry *	$145.5	$141.2	$4.3	
$147.3	**$145.5**	**($1.8)**		**$145.5**	**$141.2**	**$4.3**	

- Sundry items include revenue from Employee Assistance Program services

Department of Civil Service Commission
FIVE YEAR EXPENDITURE AND STAFFING SUMMARY BY MAIN APPROPRIATION
for the years ending March 31, 2001 - March 31, 2005

	ACTUAL/ADJUSTED EXPENDITURES									
	2000-2001		2001-2002		2002-2003		2003-2004		2004-2005	
Main Appropriation	FTEs	$(000's)	FTEs	$(000's)	FTEs	$(000's)	FTEs	$(000's)	FTEs	$(000's)
17-1 Civil Service Commission	68.00[1]	3,051.3	73.50[2]	3,437.8	71.50[3]	4,108.6	87.50[4]	4,230.0	85.00[5]	4,820.8
17-2 Other Costs Related to Capital Assets	-	97.7	-	97.1	-	92.2	-	64.8	-	66.3
TOTAL DEPARTMENTAL APPROPRIATIONS	**68.00**	**$3,149.0**	**73.50**	**$3,534.9**	**71.50**	**$4,200.8**	**87.50**	**4.294.8**	**85.00**	**4,887.1**

Explanations:

1 *Transfer of 2.00 FTEs from Administrative Services to Enterprise System Management.*
2 *Reduction of 2.00 vacant FTEs within Administrative Services; reduction of .50 vacant FTE within Human Resource Management Services; transfer of 1.00 FTE from Justice to the Employee Assistance Program and the establishment of 7.00 FTEs for the Internship, Equity and Employee Development Programs.*
3 *Transfer of 2.00 FTEs to Organization and Staff Development.*
4 *Increase due to the introduction of 16.00 new FTEs for Aboriginal and Visible Minority Programming and Succession Planning. There was no funding associated with these new FTEs in 2003-2004.*
5 *Reduction of 2.50 vacant FTEs - 1.00 FTE within Administrative Services and 1.50 FTEs within Human Resource Management Services.*

APPENDICES

EMPLOYMENT STATISTICS
TOTAL NUMBER OF CIVIL SERVICE EMPLOYEES AT FISCAL YEAR END 2003-2004-2005

DEPARTMENT / OTHER PUBLIC ENTITY	MARCH 2003	MARCH 2004	MARCH 2005	Notes
ABORIGINAL and NORTHERN AFFAIRS	73	75	73	
ADVANCED EDUCATION and TRAINING	108	391	383	
AGRICULTURE, FOOD and RURAL INITIATIVES	408	405	407	
CIVIL SERVICE COMMISSION	67	70	78	1
COMMUNITY SUPPORT PROGRAMS	3	0	n/a	
CONSERVATION	868	880	684	2
CULTURE, HERITAGE and TOURISM	310	313	310	
EDUCATION, CITIZENSHIP and YOUTH	754	465	451	
ENERGY, SCIENCE and TECHNOLOGY	84	141	140	
EXECUTIVE COUNCIL	36	36	30	3
FAMILY SERVICES and HOUSING	1,841	1,857	2,402	4
FINANCE	798	764	763	
HEALTH	1,074	1,095	1,087	
HEALTHY CHILD MANITOBA	19	23	22	
INDUSTRY, ECONOMIC DEVELOPMENT and MINES	221	220	191	5
INTERGOVERNMENTAL AFFAIRS and TRADE	299	304	303	
JUSTICE	2,729	2,725	2,692	
LABOUR and IMMIGRATION	319	310	328	6
• Former STATUS OF WOMEN	13	13	n/a	
OFFICERS OF LEGISLATIVE ASSEMBLY	104	134	94	7
SENIORS AND HEALTHY AGING SECRETARIAT	9	9	9	
SPORT	0	3	4	
TRANSPORTATION and GOVERNMENT SERVICES	1,860	1,812	1,487	8
WATER STEWARDSHIP	n/a	n/a	189	2
OTHER NON CORE ENTERPRISES	20	12	12	
Total	**12,017**	**12,057**	**12,139**	

NOTE: The above figures include regular, term and technical employees. They do not include departmental (time certificate or casual), contract and sessional.

CONTRACT EMPLOYMENT	32	42	39
DEPARTMENTAL AND CASUAL EMPLOYEES	1,539	1,608	1,574
GRAND TOTAL	**13,588**	**13,707**	**13,752**

Notes: The above figures do not include employees on inactive status

[1] Increase of employees in the Commission's Internship Programs

[2] Transfer of positions from Conservation to Water Stewardship

[3] Decrease due to certain vacancies and minor reorganization

[4] Increase due to the transfer in of Winnipeg Child and Family Services Employees to Family Services and Housing

[5] Transfer of Manitoba Emergency Measures to Intergovernmental Affairs and Trade

[6] Increase due to the integration of the Status of Women

[7] Decrease of casual employees within Elections Manitoba

[8] Transfer of Driver and Vehicle Licencing to the Manitoba Public Insurance Corporation

COMPARATIVE EMPLOYMENT FOR ALL EMPLOYEES

DEPARTMENT / OTHER PUBLIC ENTITY	MARCH 2003	MARCH 2004	MARCH 2005	Notes
ABORIGINAL and NORTHERN AFFAIRS	73	76	75	
ADVANCED EDUCATION and TRAINING	112	395	384	
AGRICULTURE, FOOD and RURAL INITIATIVES	435	441	458	
CIVIL SERVICE COMMISSION	59	61	70	1
• ORGANIZATION AND STAFF DEVELOPMENT	9	9	8	
COMMUNITY SUPPORT PROGRAMS	3	0	n/a	
CONSERVATION	1,100	1,119	853	2
• PINELAND FOREST NURSERY	30	32	37	3
CULTURE, HERITAGE and TOURISM	317	319	313	
EDUCATION, CITIZENSHIP and YOUTH	780	499	473	
• MANITOBA TEXTBOOK BUREAU	9	8	8	
ENERGY, SCIENCE and TECHNOLOGY	72	128	127	
• MERLIN	12	14	13	
EXECUTIVE COUNCIL	36	36	30	4
FAMILY SERVICES and HOUSING	1,848	1,890	2,430	5
• MANITOBA HOUSING and RENEWAL CORPORATION	81	88	84	
FINANCE	551	524	513	
• MANITOBA SECURITIES COMMISSION	37	33	33	
• THE COMPANIES OFFICE	36	33	36	
• THE PROPERTY REGISTRY	149	150	155	
• VITAL STATISTICS	37	35	35	
HEALTH	1,143	1,158	1,150	
HEALTHY CHILD MANITOBA	19	24	24	
INDUSTRY, ECONOMIC DEVELOPMENT and MINES	225	223	193	6
INTERGOVERNMENTAL AFFAIRS and TRADE	306	309	309	
JUSTICE	2,721	2,719	2,663	
• CIVIL LEGAL SERVICES	54	54	56	
• OFFICE OF THE PUBLIC TRUSTEE	79	76	78	
LABOUR and IMMIGRATION	267	257	269	
• Former STATUS OF WOMEN	13	13	n/a	
• OFFICE OF THE FIRE COMMISSIONER	55	57	67	7
OFFICERS OF THE LEGISLATIVE ASSEMBLY	n/a	n/a	n/a	
• ELECTIONS MANITOBA	39	58	18	8
• OFFICE OF THE AUDITOR GENERAL	41	44	45	
• OFFICE OF THE CHILDREN'S ADVOCATE	7	8	6	
• OFFICE OF THE OMBUDSMAN	29	29	29	
SENIORS AND HEALTHY AGING SECRETARIAT	9	9	9	
SPORT	0	3	4	
TRANSPORTATION and GOVERNMENT SERVICES	2,598	2,572	2,241	9
• EMERGENCY EXPENDITURES FUND	11	1	2	
• FLEET VEHICLES	51	57	57	
• LAND MANAGEMENT SERVICES	25	31	27	
• MAIL MANAGEMENT AGENCY	29	29	n/a	10
• MATERIALS DISTRIBUTION	61	65	93	10
WATER STEWARDSHIP	n/a	n/a	257	2
OTHER NON CORE ENTERPRISES	20	21	20	
GRAND TOTAL	**13,588**	**13,707**	**13,752**	

Notes: The above figures include regular, term, technical, contract, departmental and casual employees. Employees on inactive status are not included.

[1] Increase of employees in the Commission's Internship Programs

[2] Transfer of positions from Conservation to Water Stewardship

[3] Increase of casual employees in Pineland Forest Nursery

[4] Decrease due to certain vacancies and minor reorganization

[5] Increase due to the transfer in of Winnipeg Child and Family Services Employees to Family Services and Housing

[6] Transfer of Manitoba Emergency Measures to Intergovernmental Affairs and Trade

[7] Increase of casual employees

[8] Decrease of casual employees within Elections Manitoba

[9] Transfer of Driver and Vehicle Licencing to the Manitoba Public Insurance Company

[10] Transfer of Mail Management Agency to Materials Distribution Agency at fiscal year end

GOVERNMENT OF MANITOBA
TOTAL COMPETITIONS

DEPARTMENT/ OTHER PUBLIC ENTITY	2002-2003	2003-2004	2004-2005
ABORIGINAL and NORTHERN AFFAIRS	7	8	4
ADVANCED EDUCATION and TRAINING	9	25	20
AGRICULTURE, FOOD and RURAL INITIATIVES	19	36	9
CIVIL SERVICE COMMISSION	7	10	5
CONSERVATION	43	66	35
CULTURE, HERITAGE and TOURISM	9	21	16
EDUCATION, CITIZENSHIP and YOUTH	23	62	17
ENERGY, SCIENCE and TECHNOLOGY	0	11	1
EXECUTIVE COUNCIL	0	0	0
FAMILY SERVICES and HOUSING	82	123	91
FINANCE	30	77	54
HEALTH	60	126	52
HEALTHY CHILD MANITOBA	2	3	1
INDUSTRY, ECONOMIC DEVELOPMENT and MINES	9	8	2
INTERGOVERNMENTAL AFFAIRS	14	15	13
JUSTICE	91	154	82
LABOUR and IMMIGRATION	25	27	17
• Former STATUS OF WOMEN	1	1	1
LEGISLATION	3	12	9
SENIORS AND HEALTHY AGING SECRETARIAT	0	0	0
TRANSPORTATION and GOVERNMENT SERVICES	85	147	103
WATER STEWARDSHIP	n/a	n/a	1
TOTAL GOVERNMENT	**520**	**932**	**533**

APPLICANTS BY CATEGORY
Fiscal Year 2004–2005

Total Number of Applicants

In-Service	Out-Service
3,016	17,046

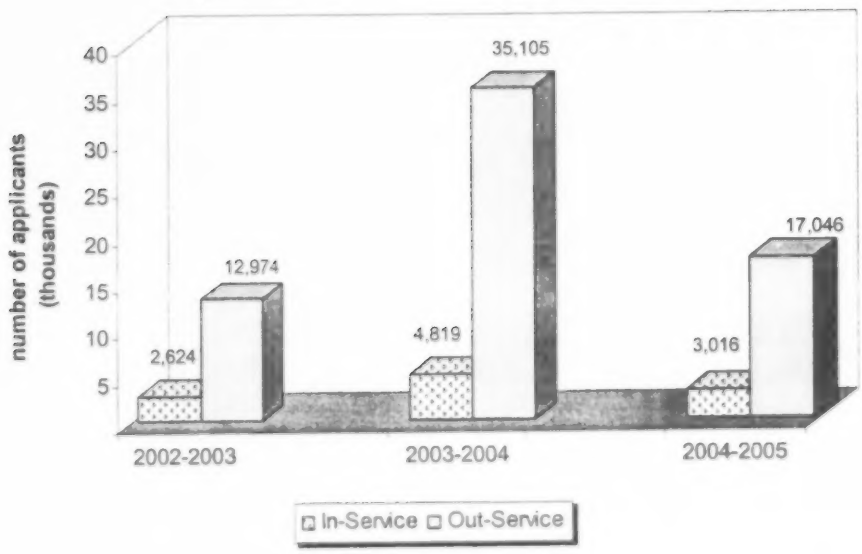
Total Number of Applicants Interviewed

In-Service	Out-Service
1,031	2,130

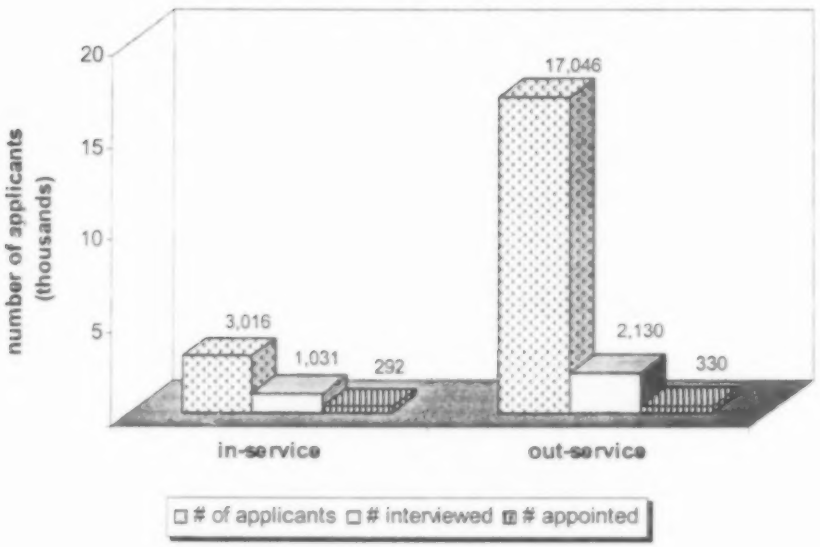
Total Number of Applicants Appointed

In-Service	Out-Service
292	330

APPLICANTS
COMPARATIVE TOTALS



APPLICANTS BY CATEGORY
For the 2004-2005 fiscal year
In-Service/Out-Service



AVERAGE APPLICANTS PER COMPETITION